

More Info		Agreements		Attachments		Bill To/Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts	
Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action								
1	10	California Wireless 600	150.00	150.00	1500.00	Each		12-48HDJ39									
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update								
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add								
4	1	Hands Free Accessory	25.00	0.00	0.00	Each			Delete								

Totals		Line Item Detail		Attributes	
Product:	California Wireless 600	Service Account:	A.K. Parker (Service)	Start Price:	89.99
Service ID:		Billing Account:	A.K. Parker (Billing)	Disc %:	10
Service Point ID:		Agreement Name:	Test Agreement	Disc Amount:	
Action:	Add	*Qty:	10	Disc Price:	
Package:		Write-In Product:		Keep Discount:	<input type="checkbox"/>
Service:	<input checked="" type="checkbox"/>	Attributes:		Current Discount:	
Service Asset #:		Covered Product:		Next Discount:	
				Net Disc %:	10

Fig. 9D-3

More Info

Agreements

Attachments

Bill To/Ship To

Line Items

Line Item (SIP)

Orders

Terms & Totals

Charts

New

Save

Refresh

Refresh All

Delta Quote

Customize

1 of 4

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action	Service Account	Billing Account	Agreement Name
1	10	California Wireless B	150.00	150.00	1500.00	Each		12-48HJ39		A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement

Totals

Line Item Detail

Attributes

Save

1 of 2

Attribute Name	Data Type	Value	Description	Action
No. Of Rings	Number	6	Number of rings before call is forwarded	Update
Forwarding No.	Text	(650) 278-3632	Number to forward call to	-

Fig. 9D-4

**Sales Order** **New** **Save** **Revise** **Submit** **1 of 7+**

**\*Order #** 36-14791176

**Type:** Sales Order

**Priority:** Medium

**\*Status:** Open

**Revision:** 1

**Account:** A.K. Parker

**Site:** Santa Clara

**Last Name:** Oppeman

**First Name:** Giles

**Service Account:** A.K. Parker (Service)

**Billing Account:** A.K. Parker (Billing)

**Description:** Description to the Sales Order.

**Team:** KLAQSHML

**Organization:** Default Organization

**\*Currency:** USD

**Opportunity:** Service Warranties for Pe

**Quote #:** 10-3Y6RF

**SR #:** 38-J637WEBX

**Agreement Name:** Test Agreement








More Info		Line Items		Terms		Payment		Attachments		Charts		Back Office (Oracle 10.7)		Back Office (SNP-S2K)		Back Office (Oracle 11i)		Line Item	
														1 of 1					
Sequence	Qty	Item	Start Price	Net Price	Extended Price	Unit	Service ID	Status	Action	Service Account	Billing Account	Ag							
1	1	California Wireless	50.00	50.00	50.00	Each		Pending	Update	A.K. Parker (Service)	A.K. Parker (Billing)	Test							

Fig. 9E

New Products and Services

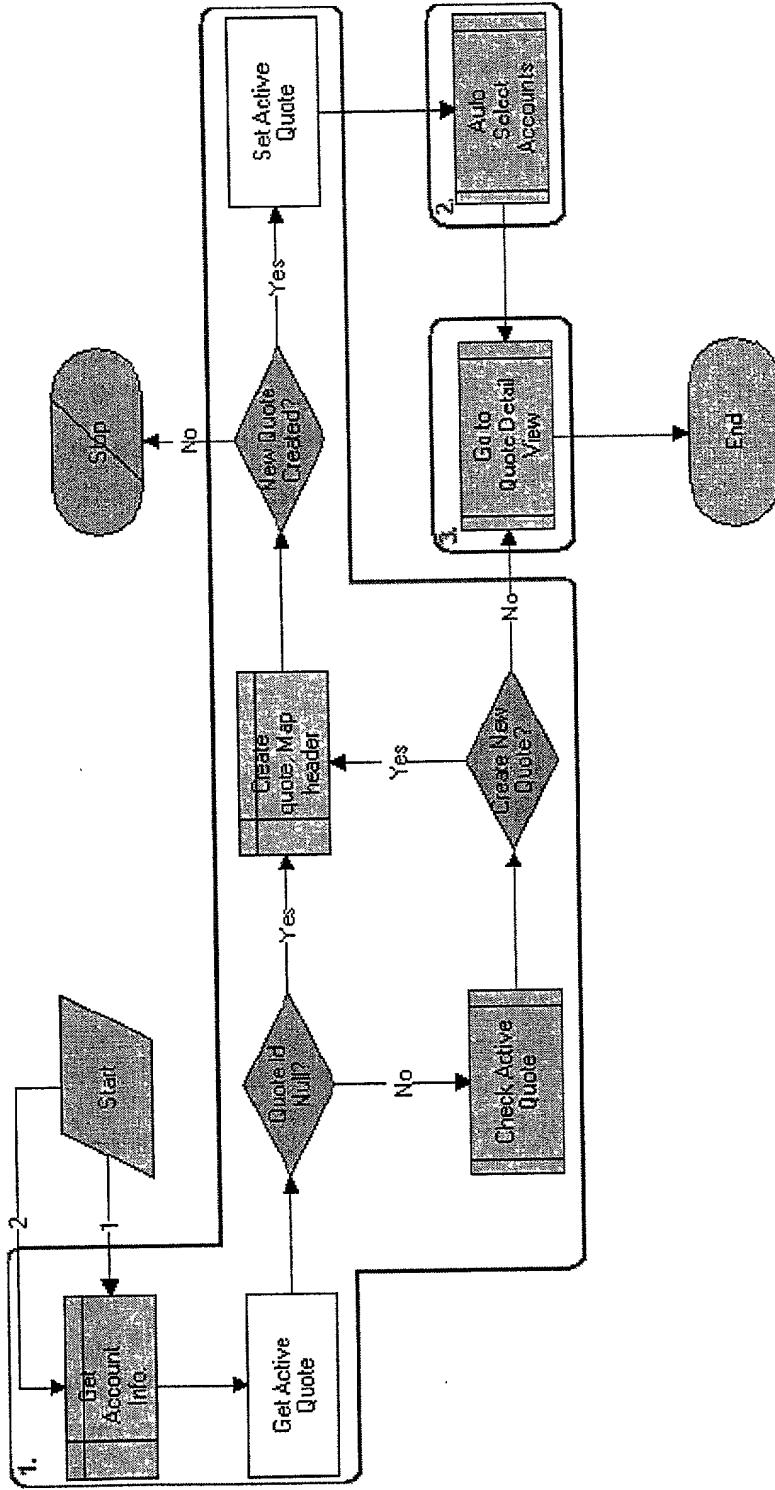
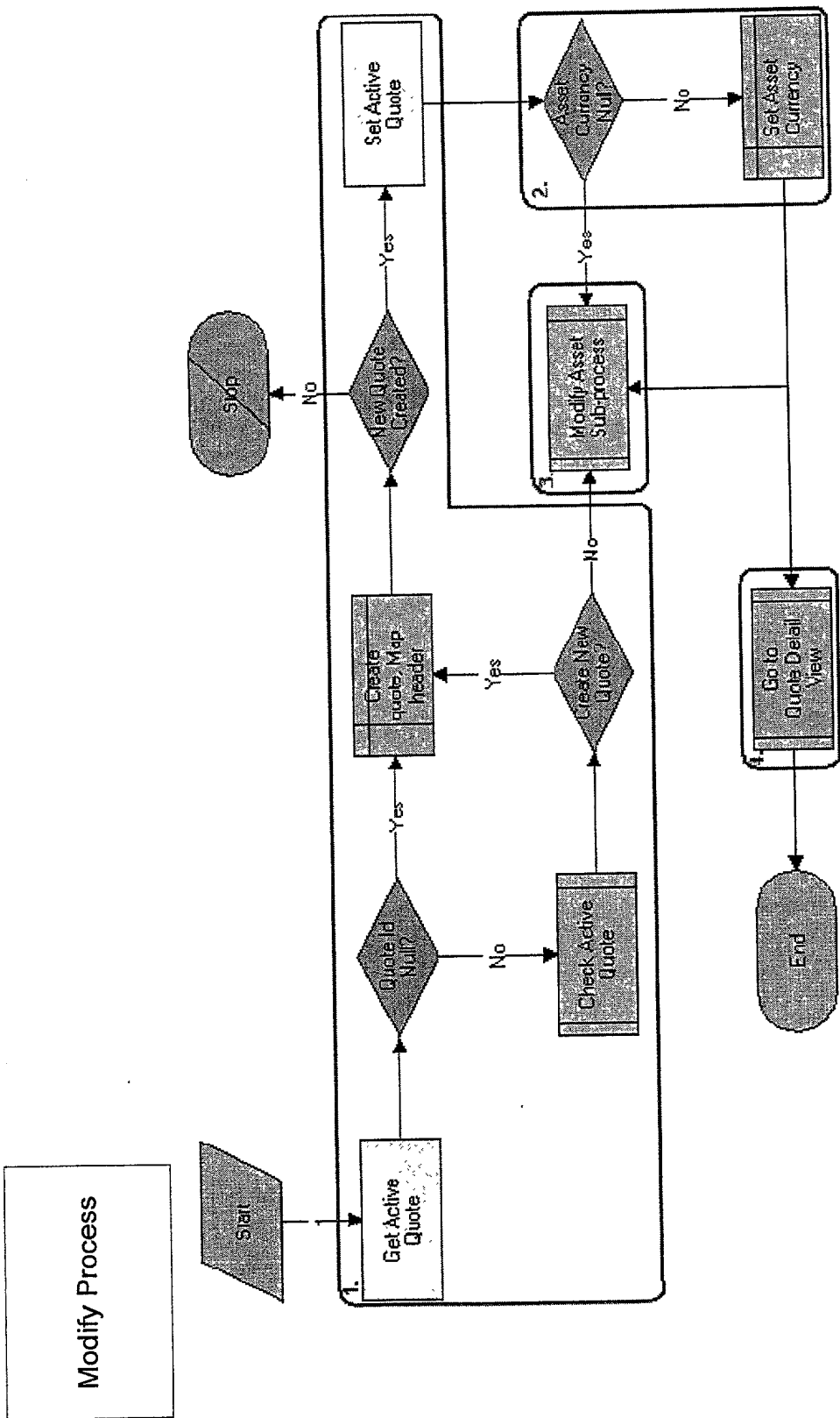


Fig. 10A



**Fig. 10B-1**

# Modify Asset Sub-process

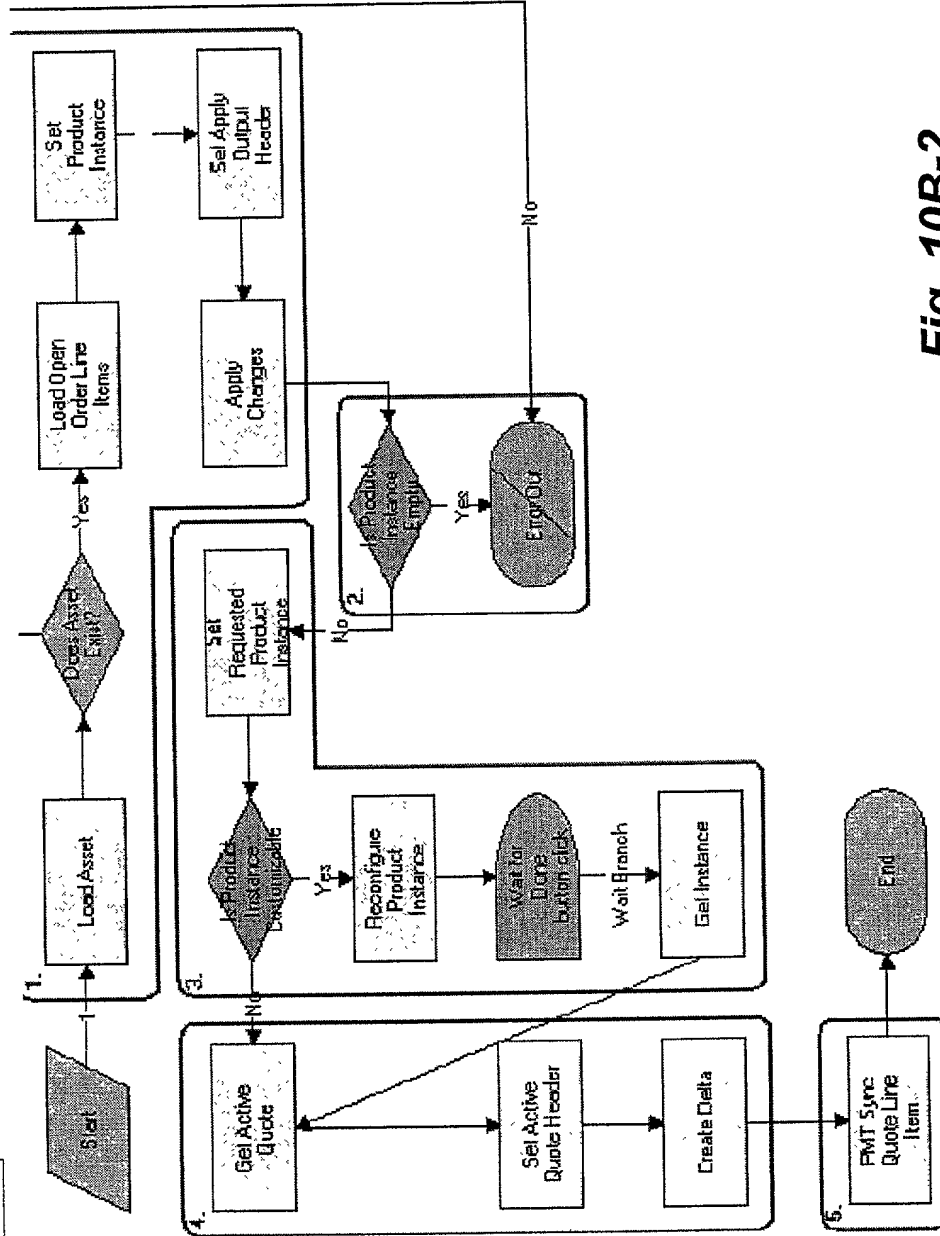


Fig. 10B-2

Disconnect Asset  
Sub-Process

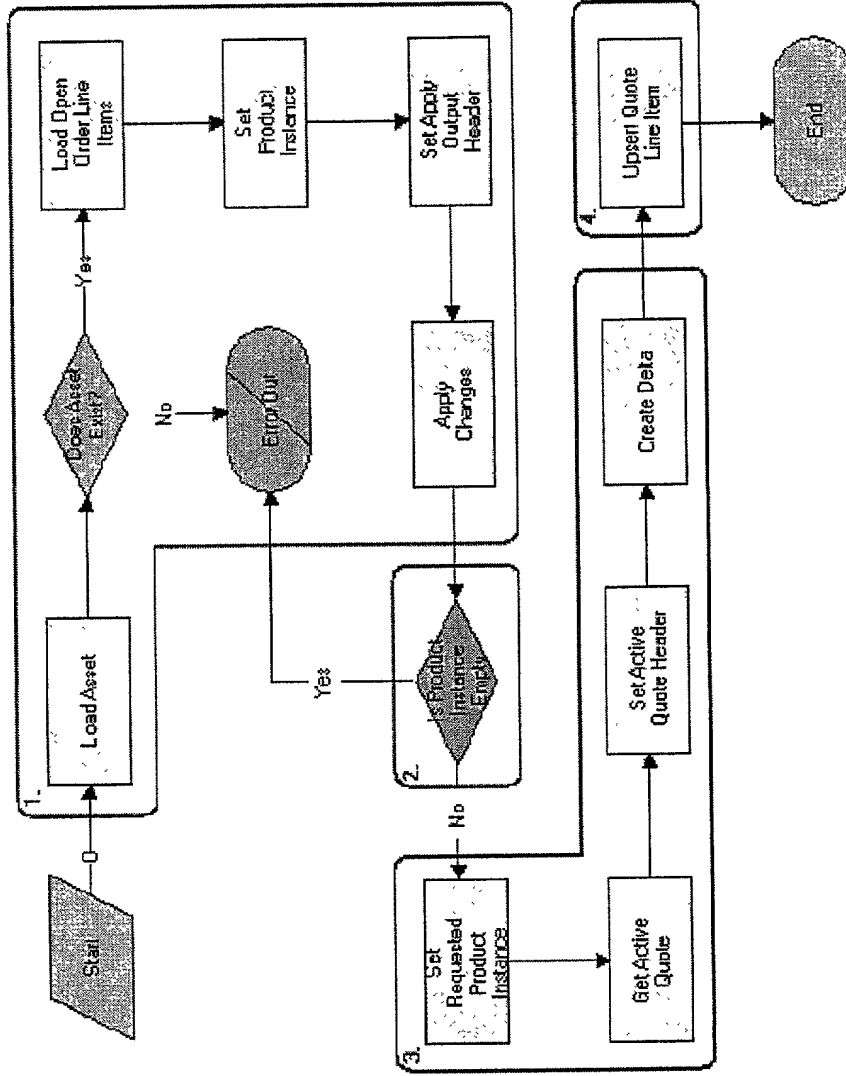


Fig. 10C-2

Disconnect  
Process

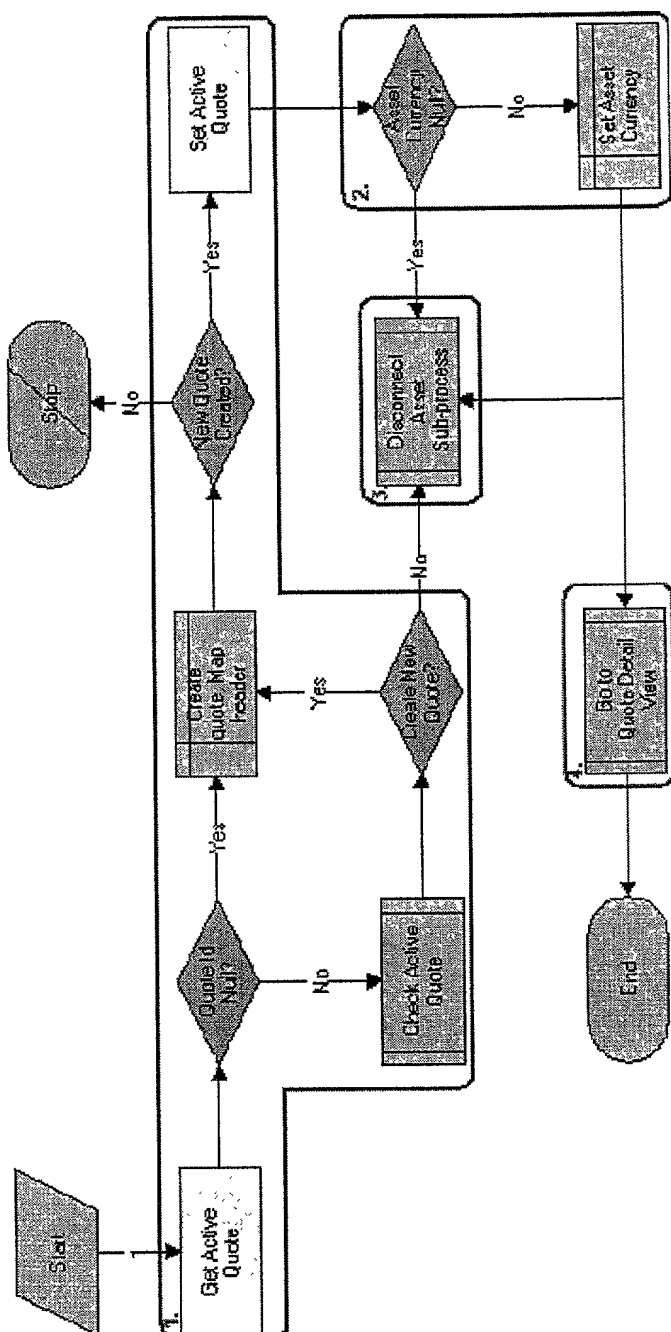


Fig. 10C-1



# Profile Process

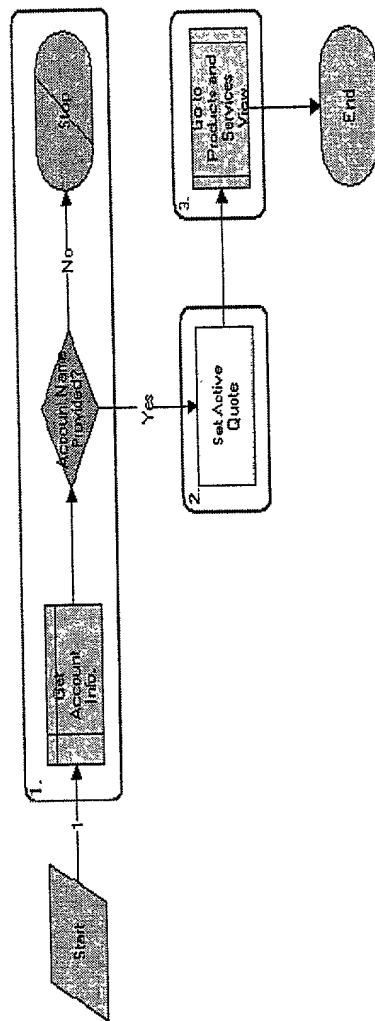


Fig. 10D

# Edit Quote Line Item Process

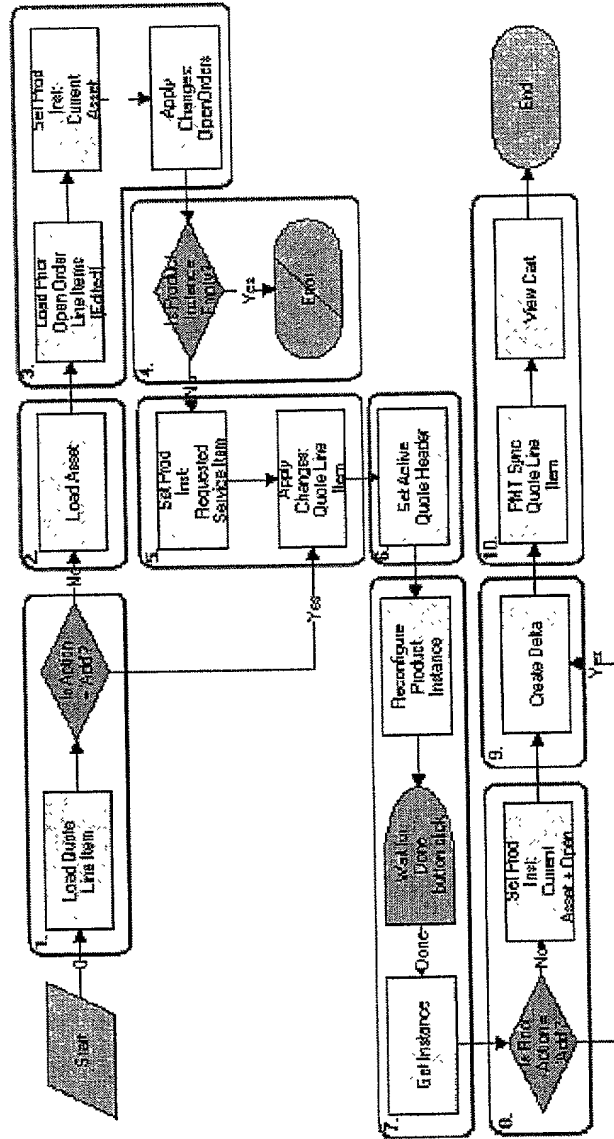


Fig. 10E

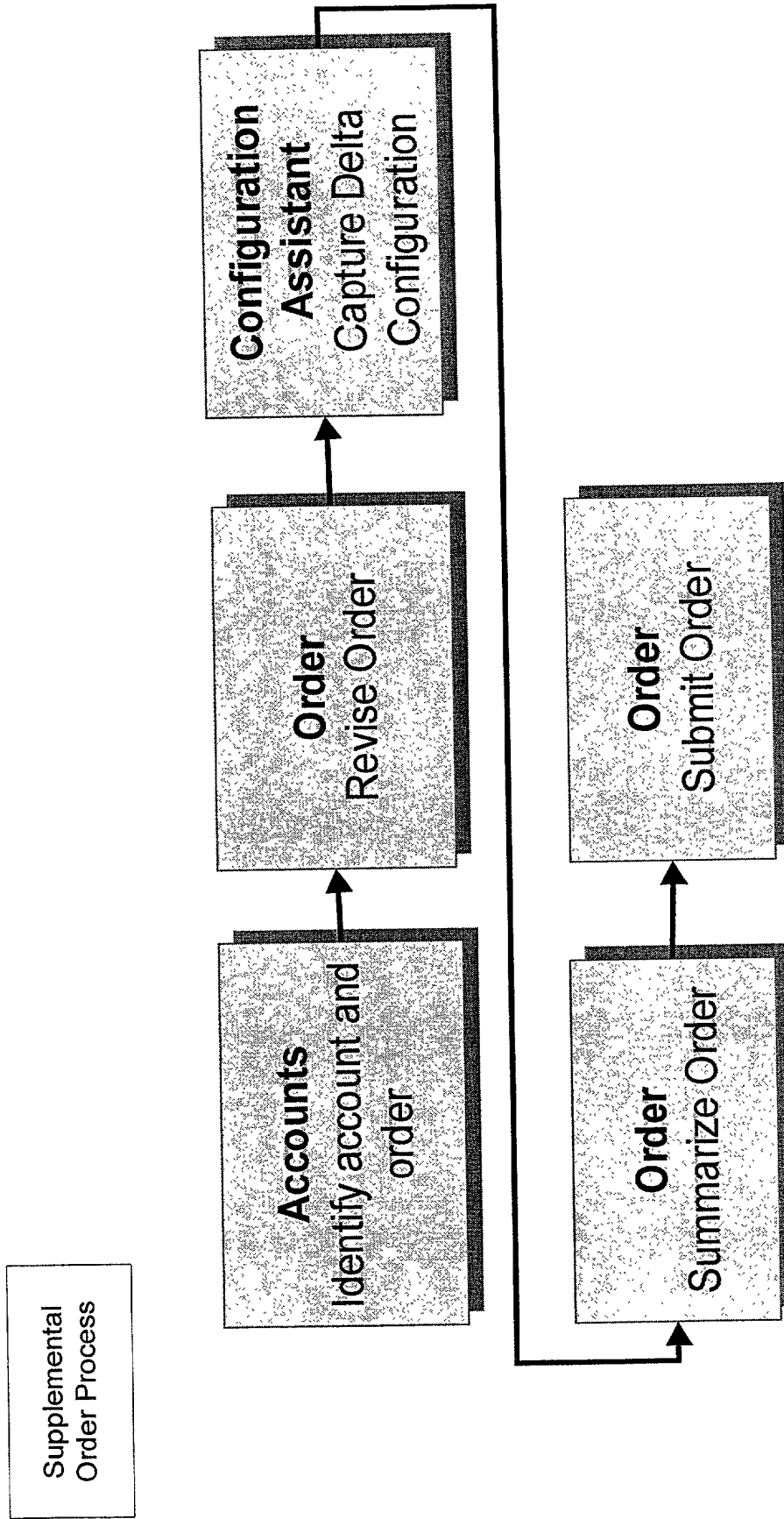
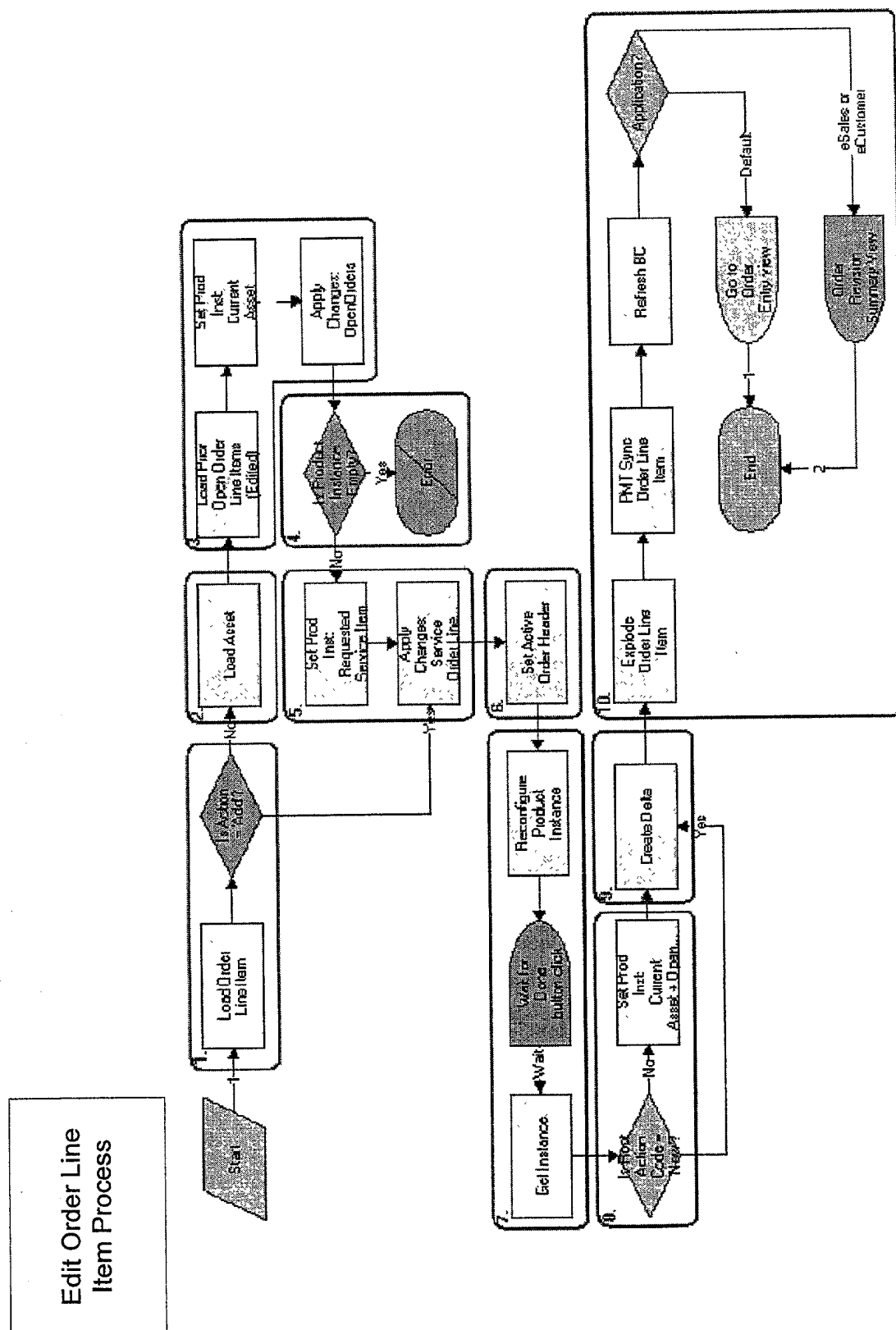


Fig. 10F



**Fig. 10G**

# Quote to Order Process

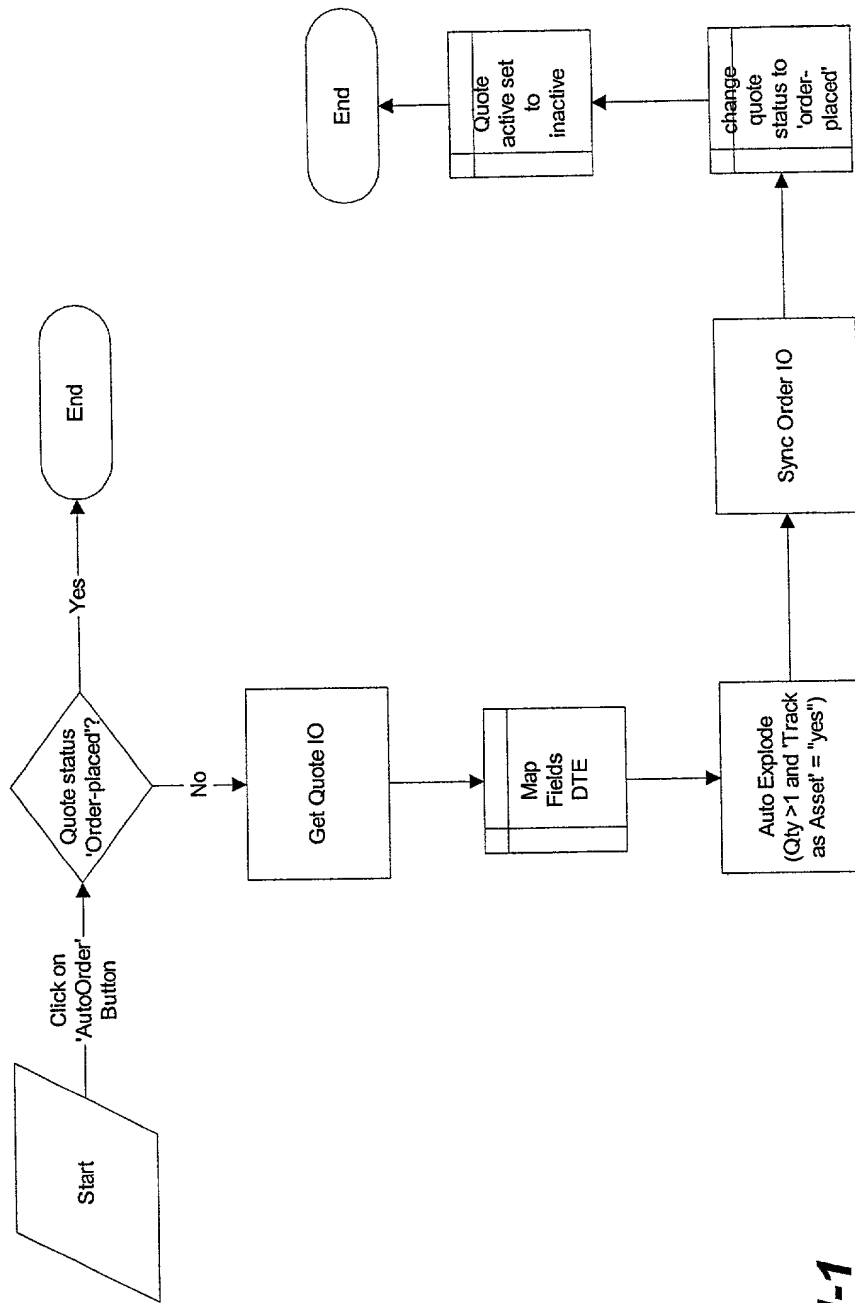


Fig. 10H-1

Quote: **Quote** **New** **Save** **Verify** **Browse Catalog** **Revise** **Update Opportunity** **Get Advice**

**Quote #:** 1-10MLH **Opportunity:**

**Revision:** 1 **\*Status:** Order Placed

**\*Name:** 1-10MLH **Price List:** Application List Prices - eBusiness

**Active:** ☒ **Discount:**

**Account:** Marriott International  
**Last Name:** Dalton  
**First Name:** Mike  
**\*Currency:** USD

**Agreements** **Attachments** **Bill To/Ship To** **Shipments** **Product Search** **Line Items** **Lin**

**New** **Save** **Auto Order** 1 - 1 of 1

Order #	Order Date	Type	Status	Account	Priority
1872-1719601	9/18/2001 2:39:26 PM	Sales Order	Open	Marriott International	Medium

FIG. 10H-2

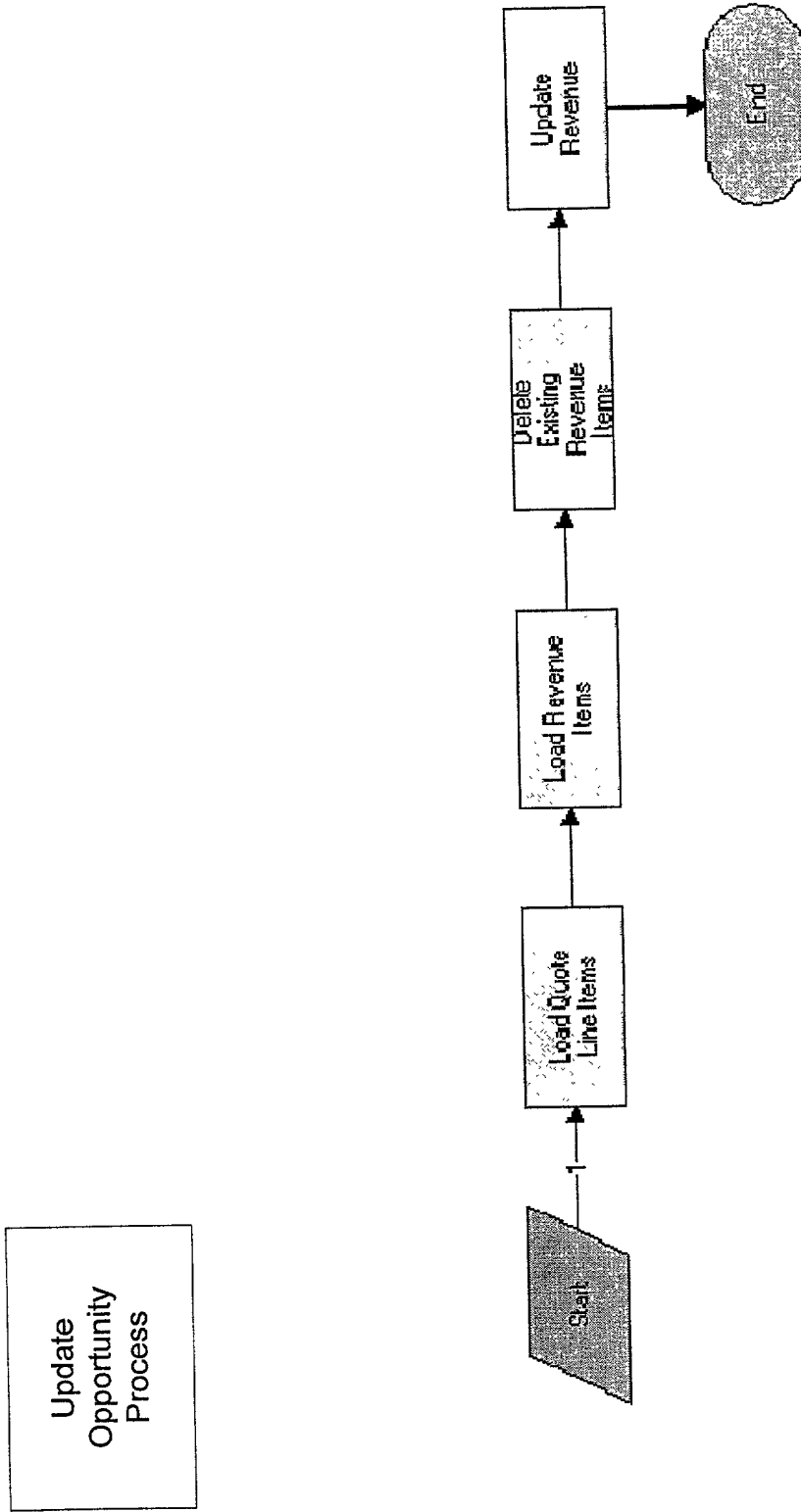


FIG. 101

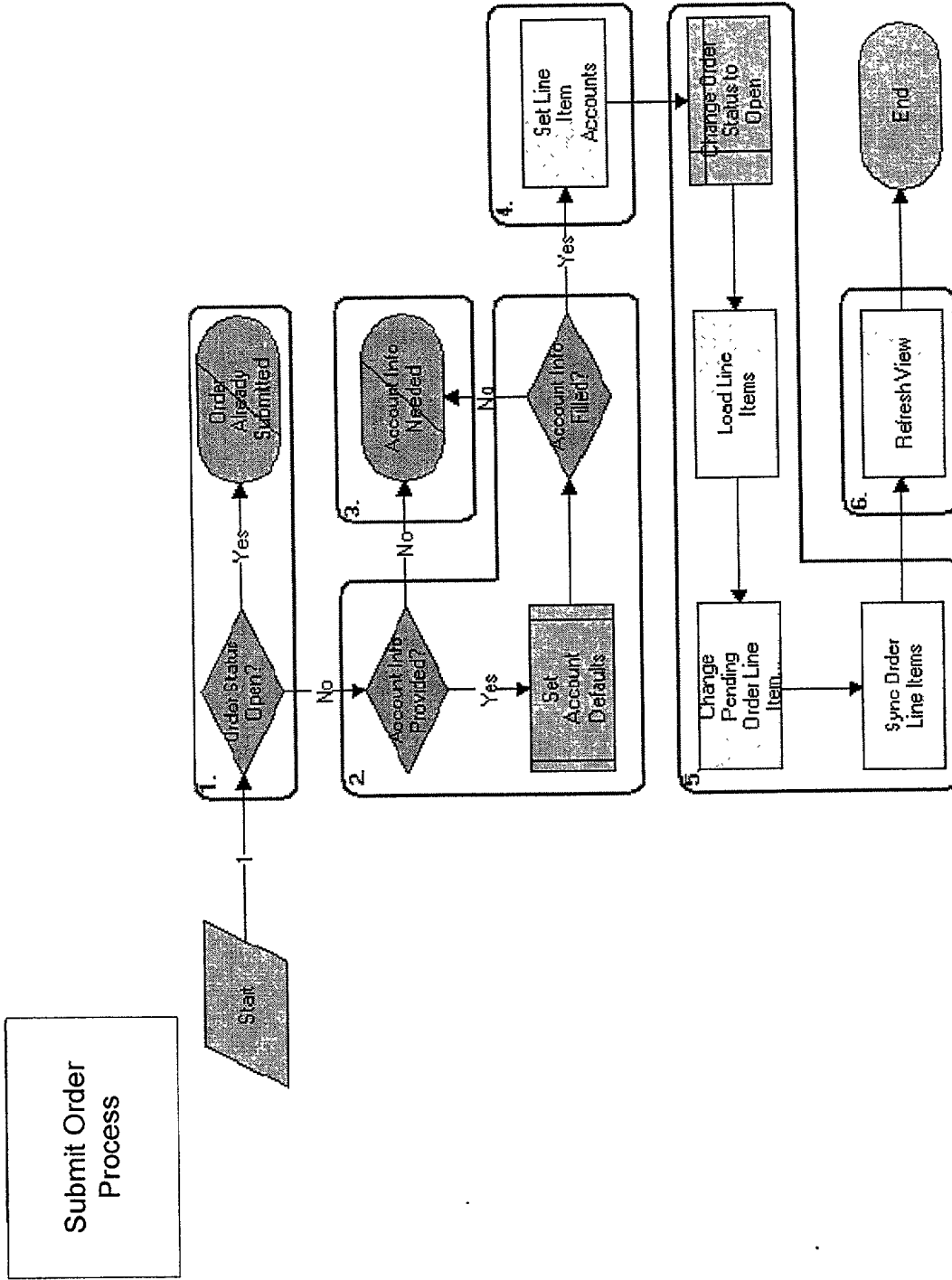


Fig. 10J



Ungroup Process

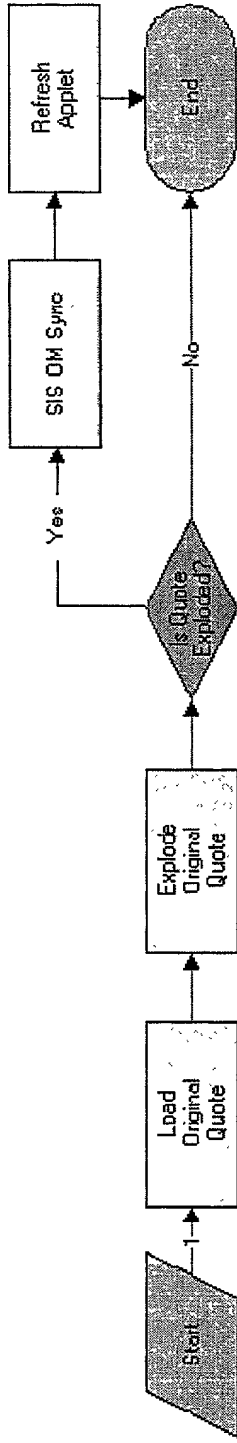


Fig. 10K

APPLY Completed  
Service Order Line  
Item Process

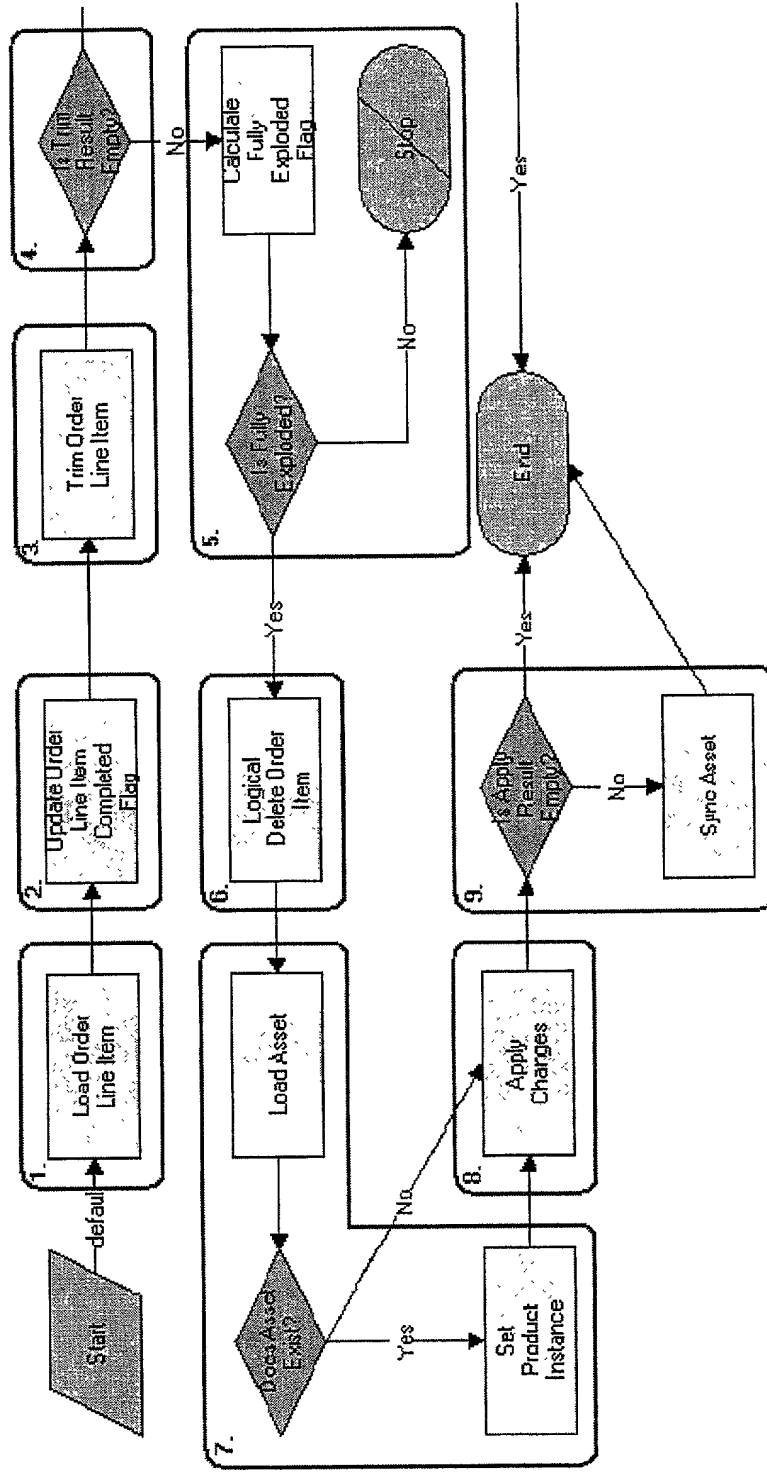


Fig. 10L

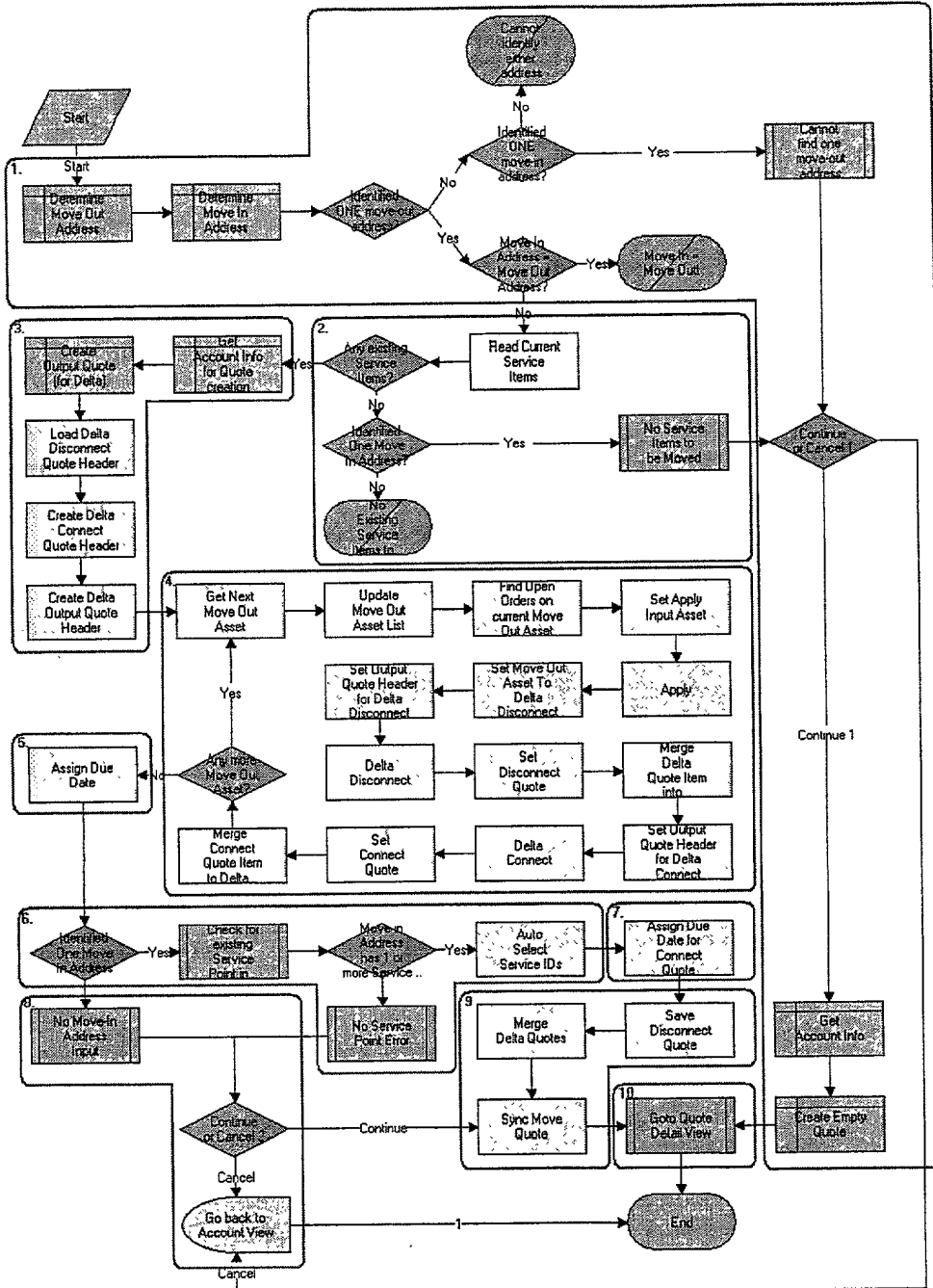
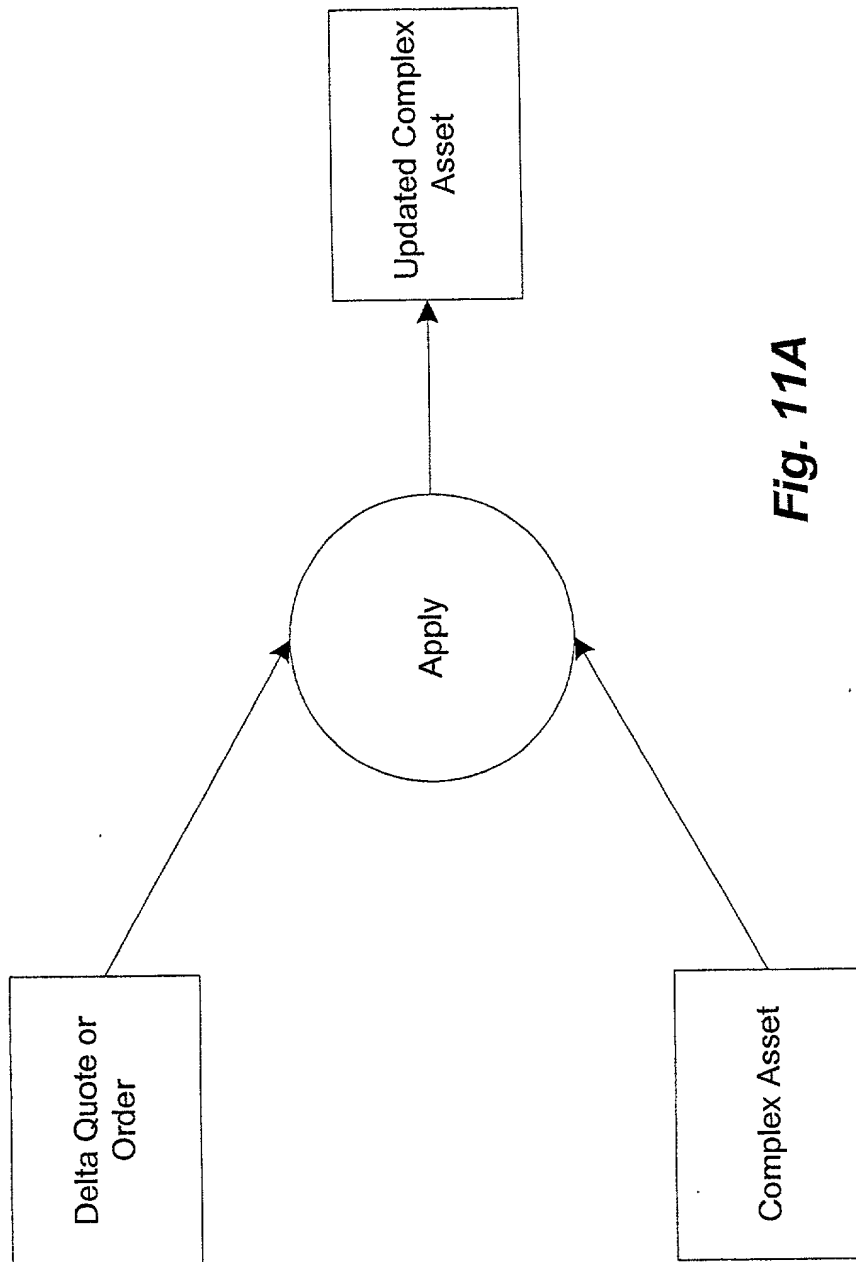


FIG. 10M



**Fig. 11A**

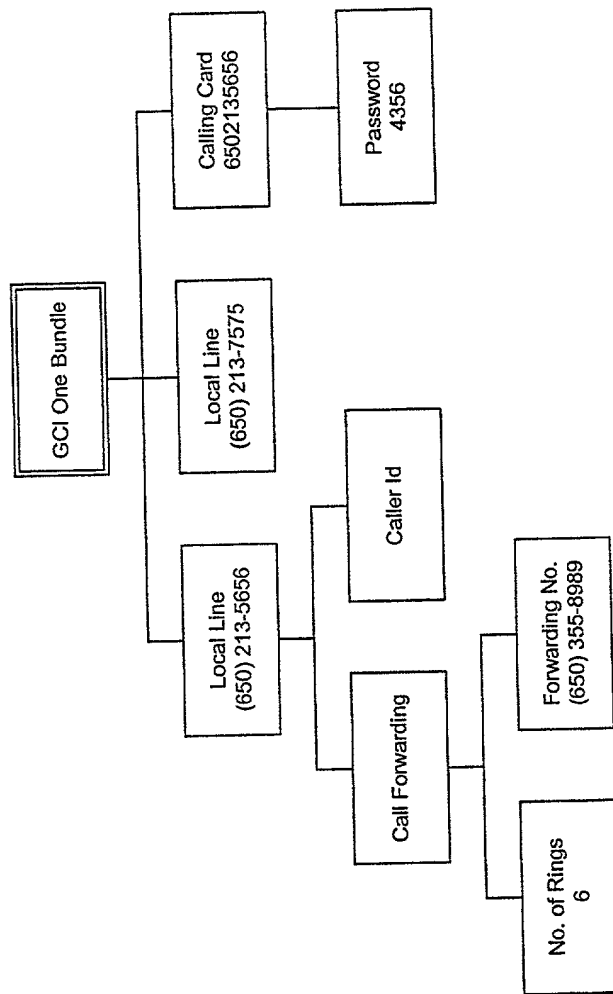


Fig. 11B-1

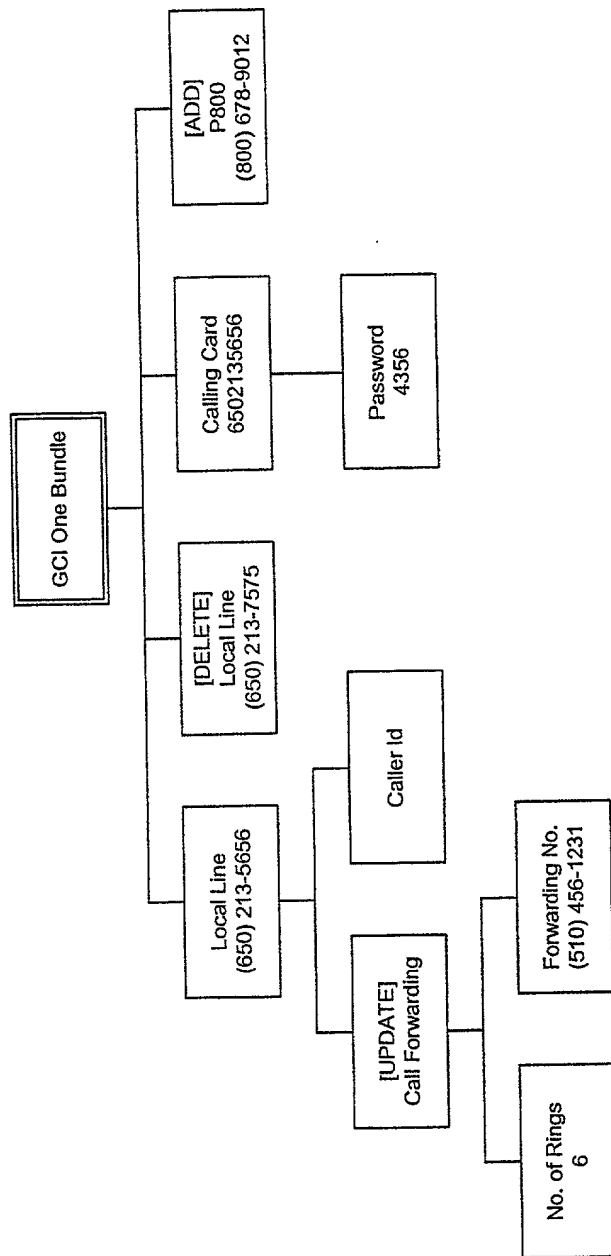


Fig. 11B-2

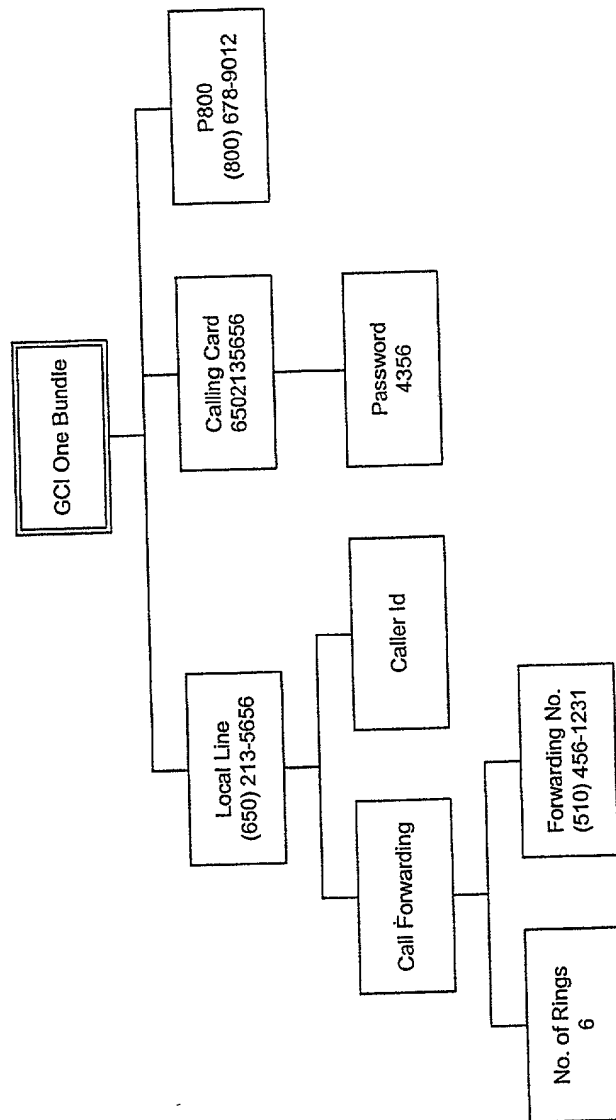


Fig. 11B-3

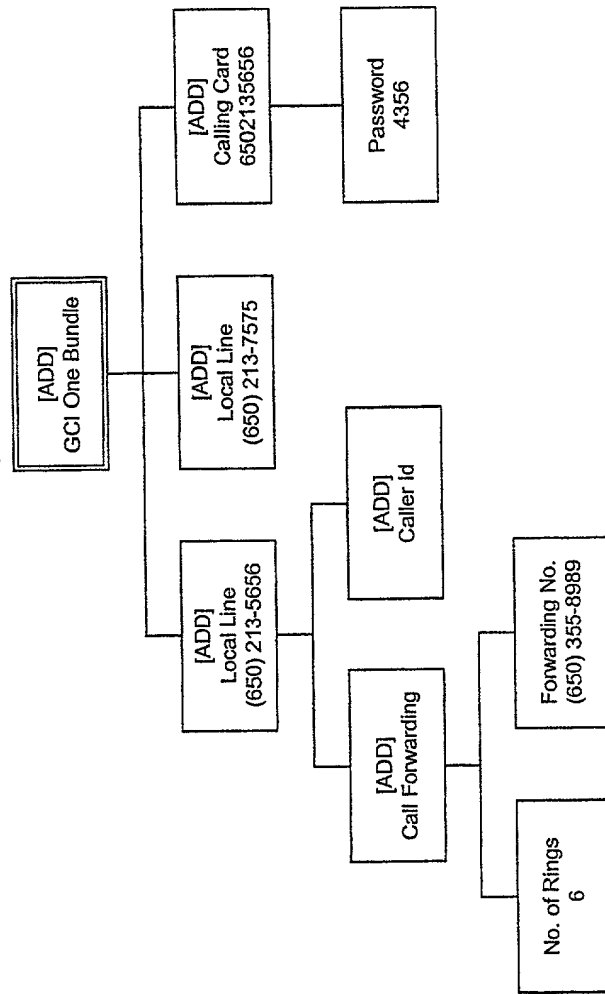


Fig. 11C-1



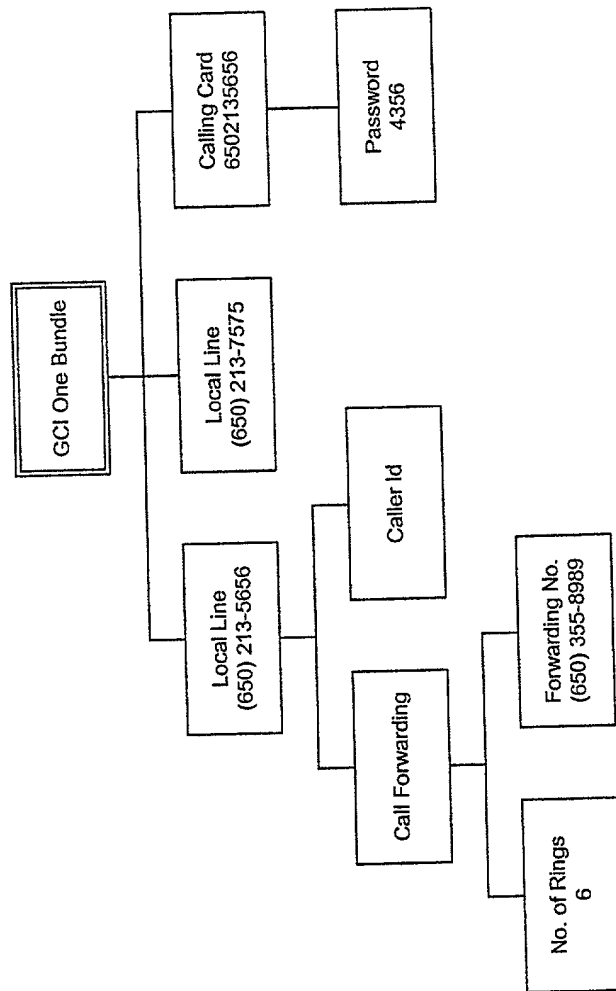


Fig. 11C-2

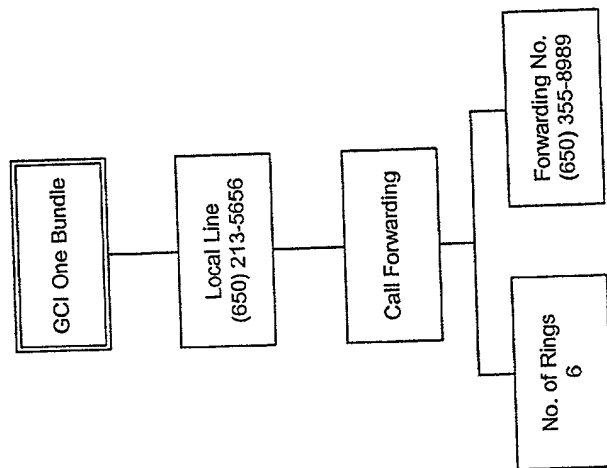


Fig. 11D-1

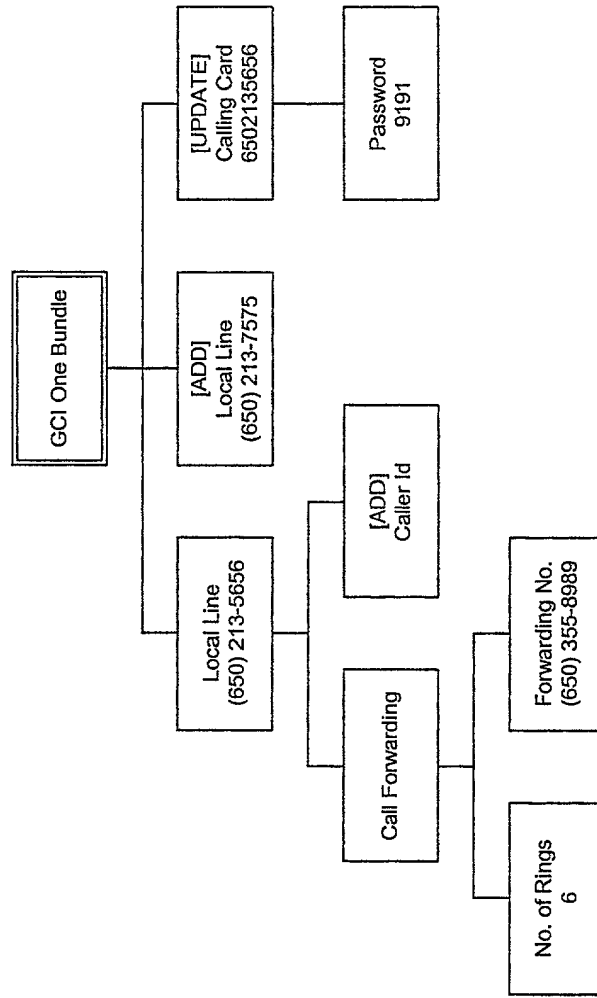


Fig. 11D-2

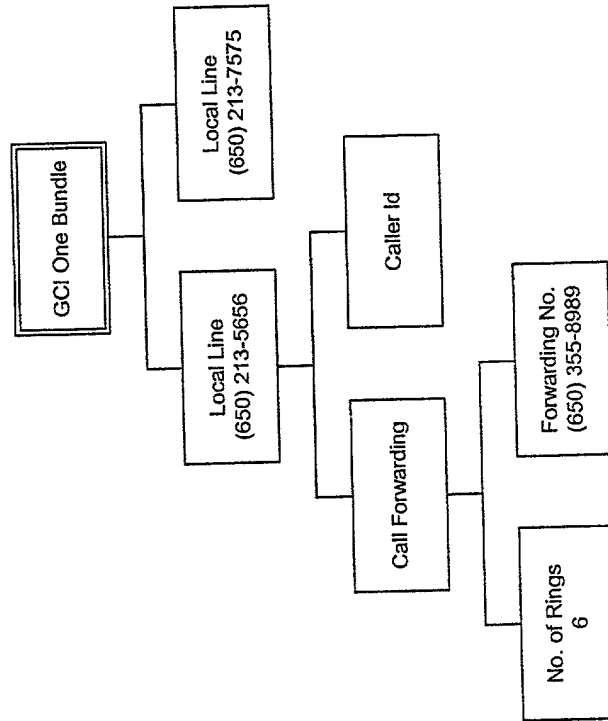


Fig. 11D-3

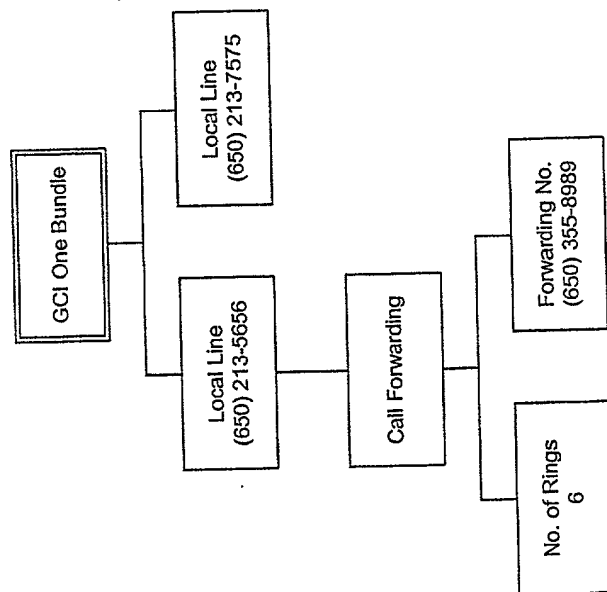
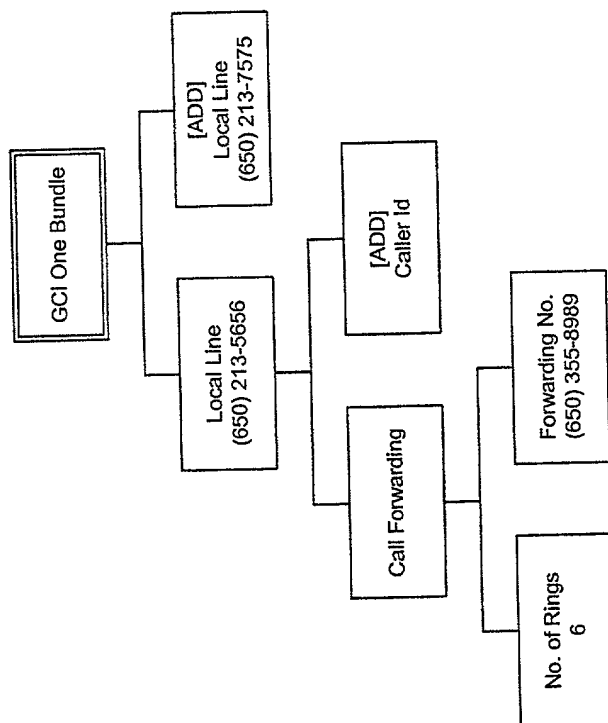
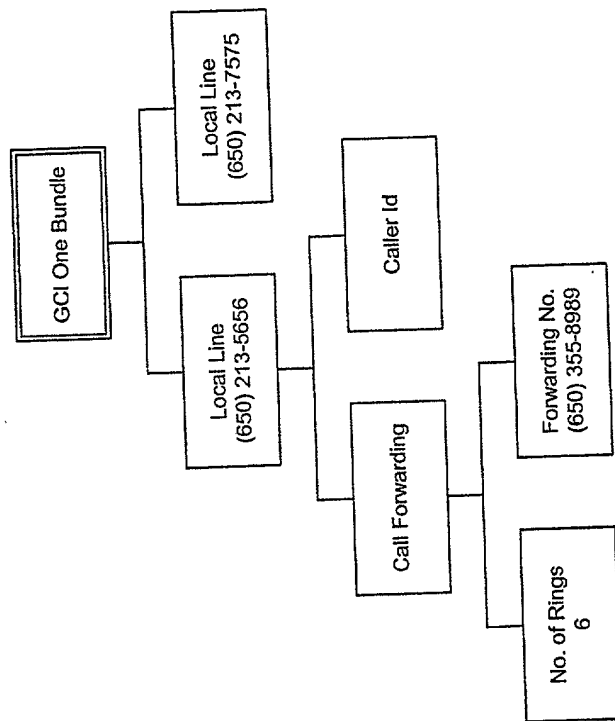


Fig. 11E-1



**Fig. 11E-2**



**Fig. 11E-3**

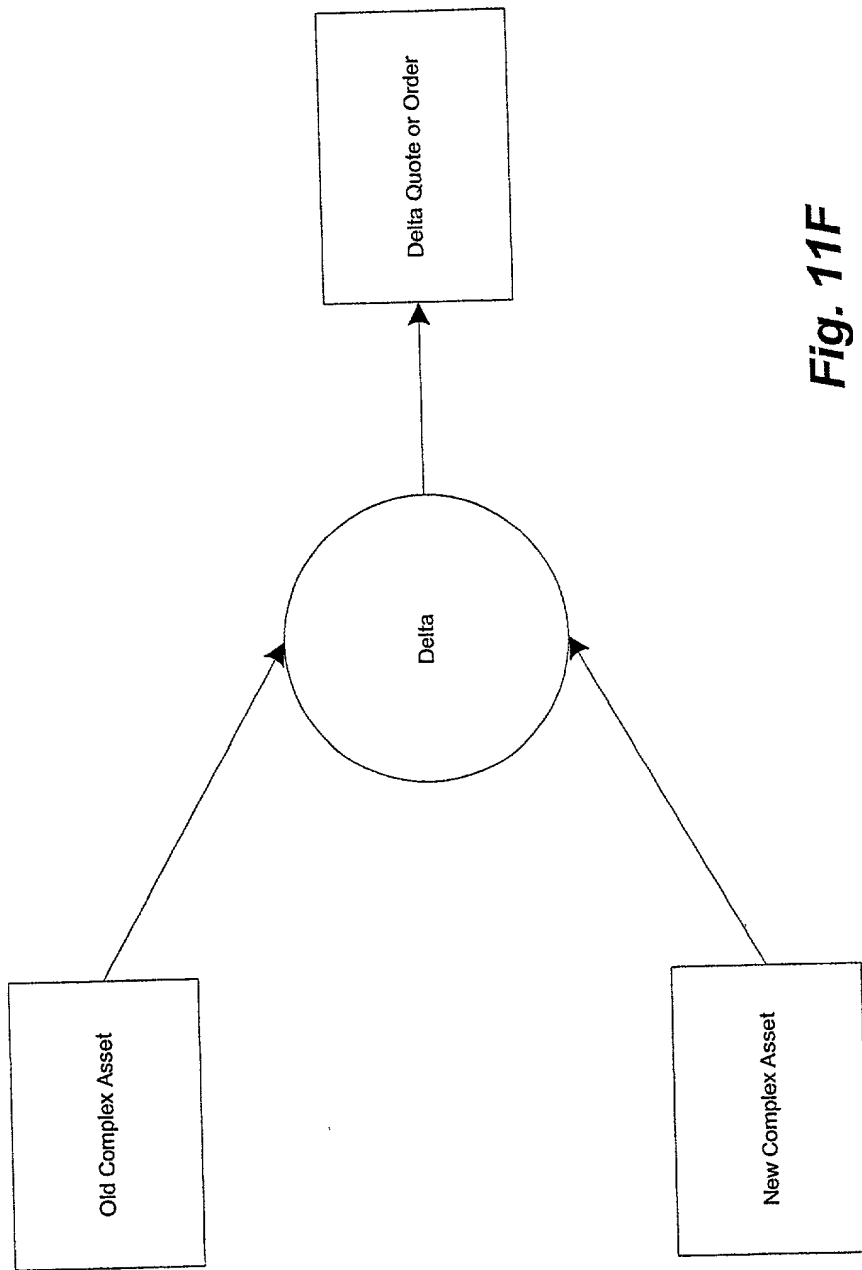


Fig. 11F



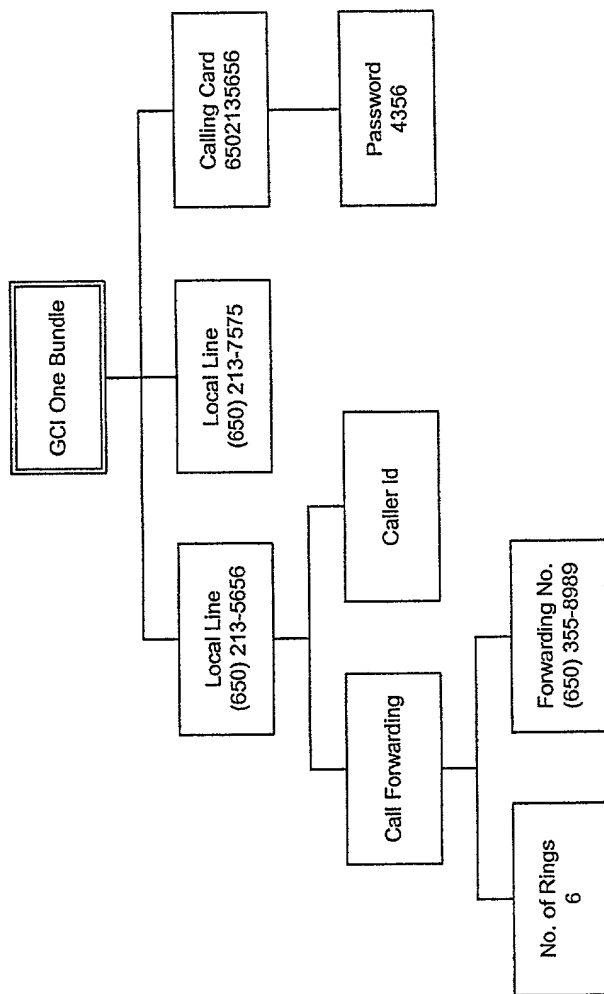


Fig. 11G-1

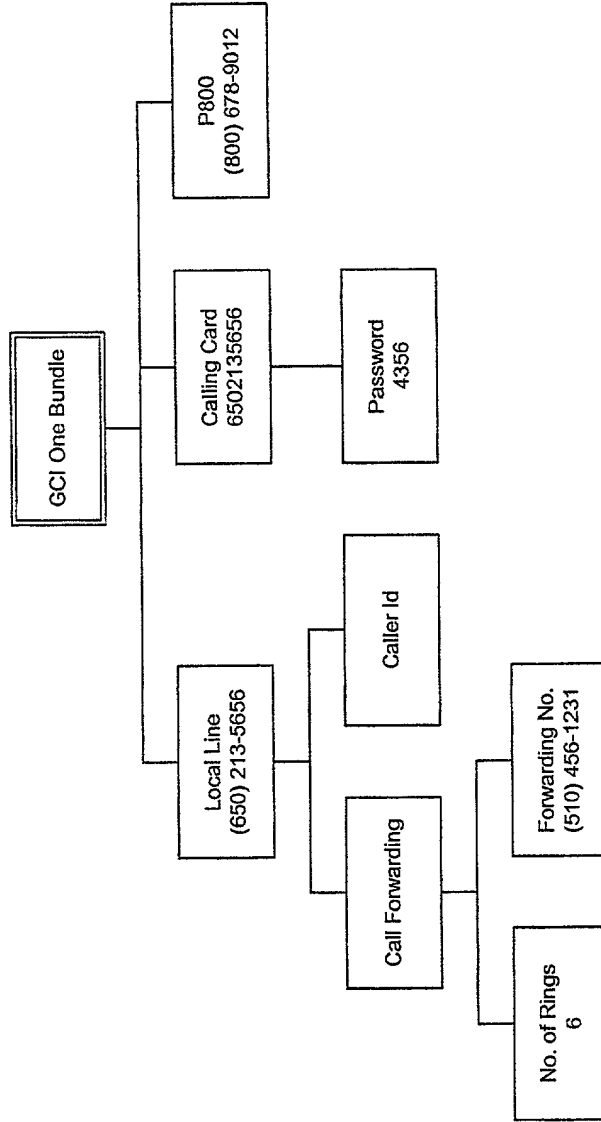


Fig. 11G-2

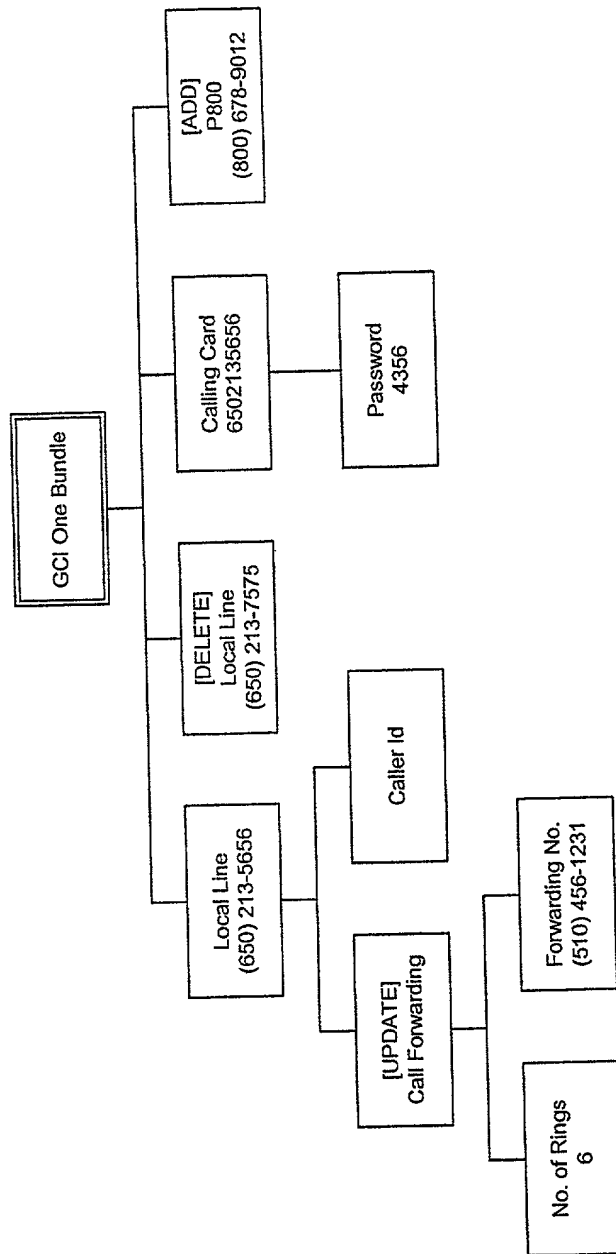


Fig. 11G-3

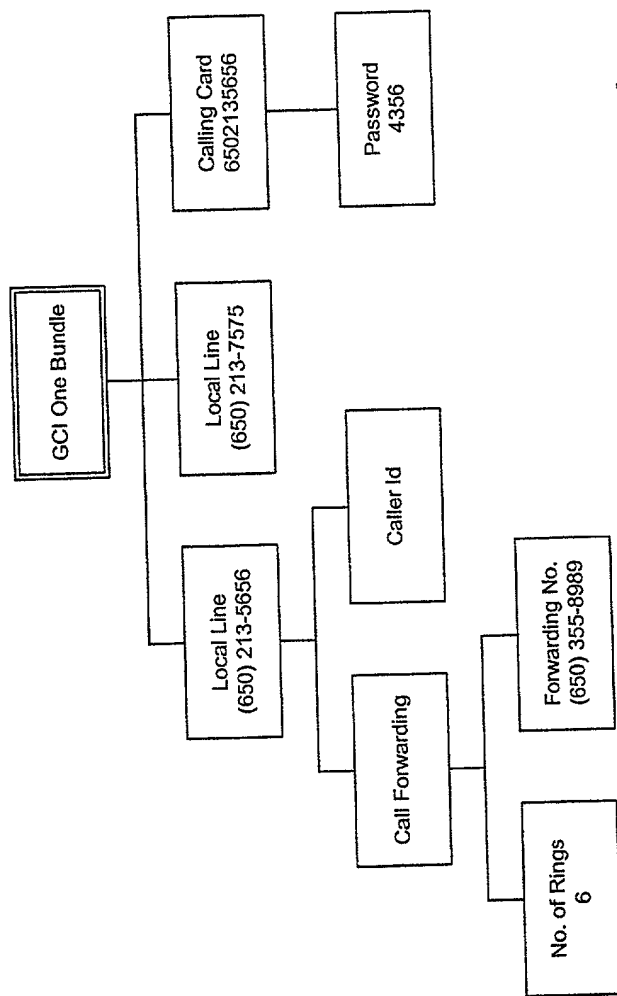


Fig. 11H-1

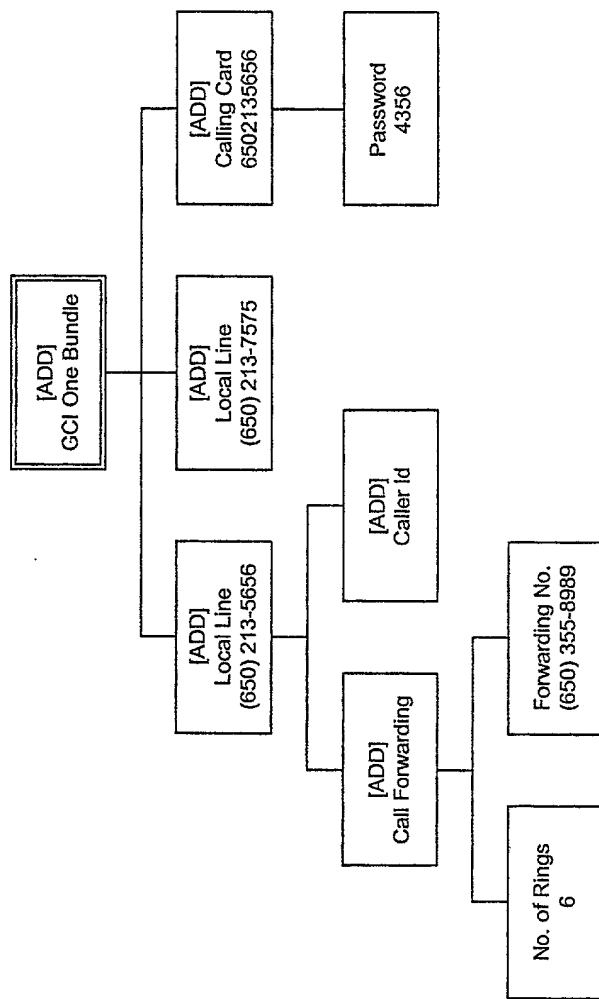


Fig. 11H-2

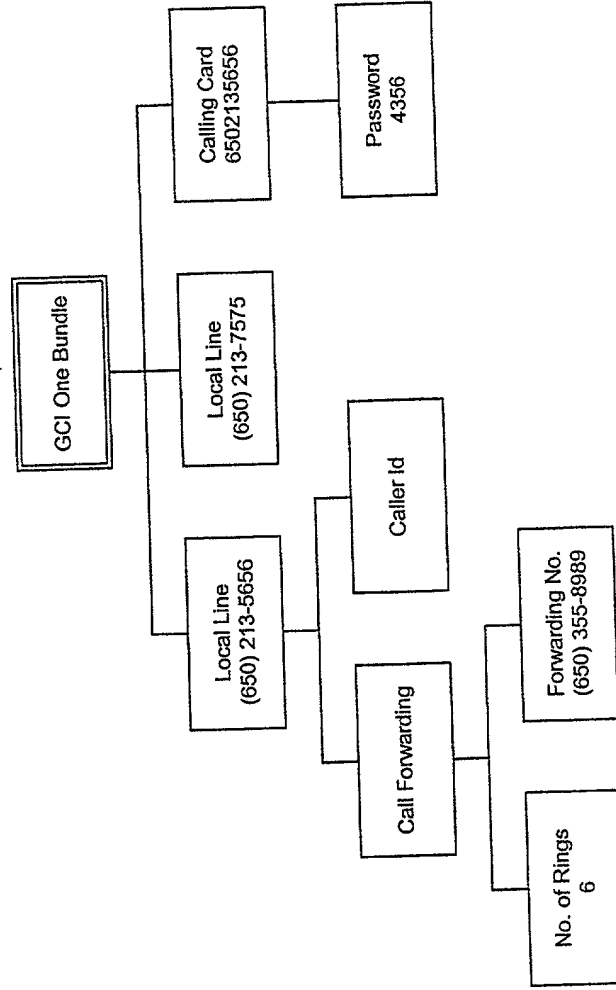


Fig. 11I-1

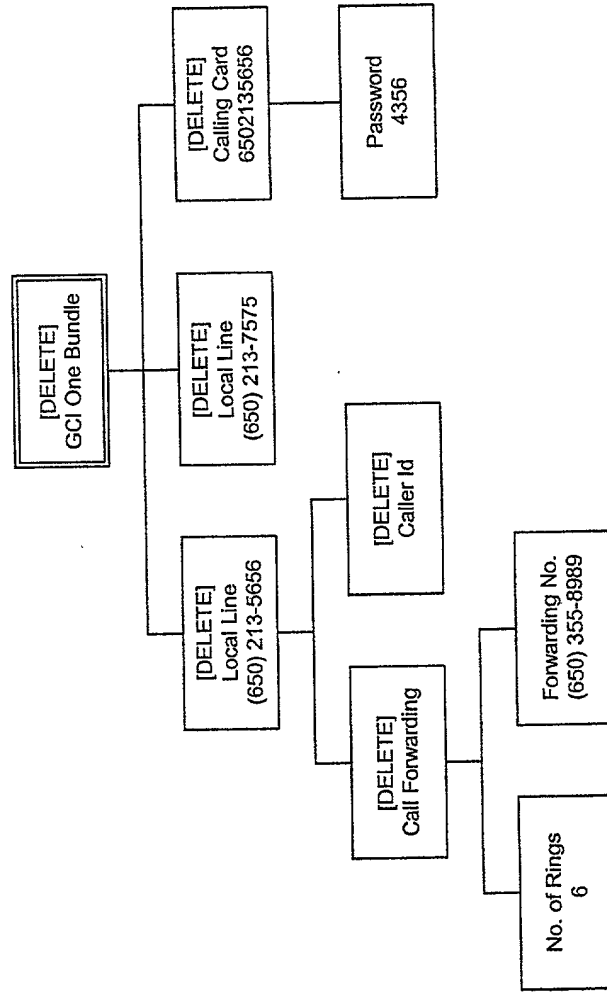


Fig. 111-2

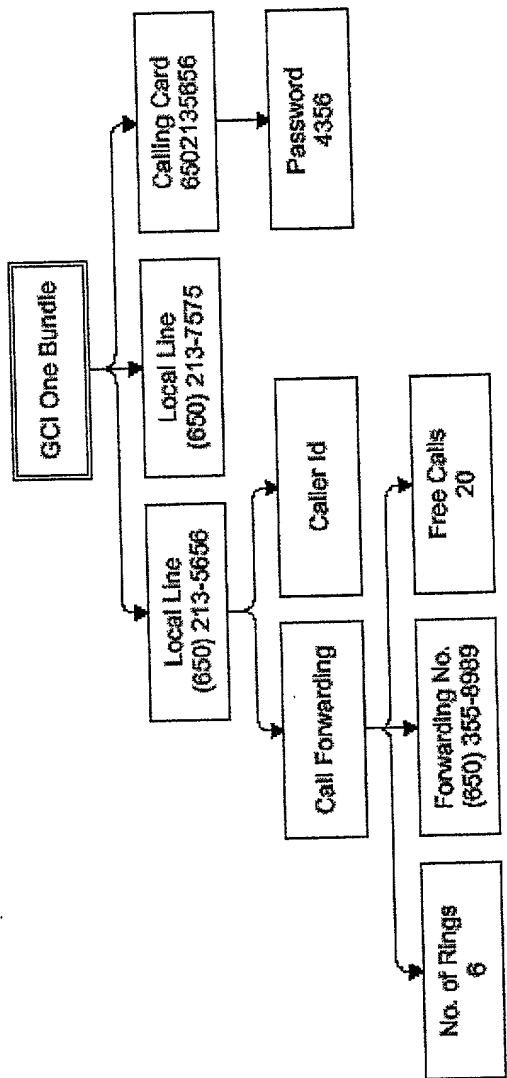


FIG. 11J-1



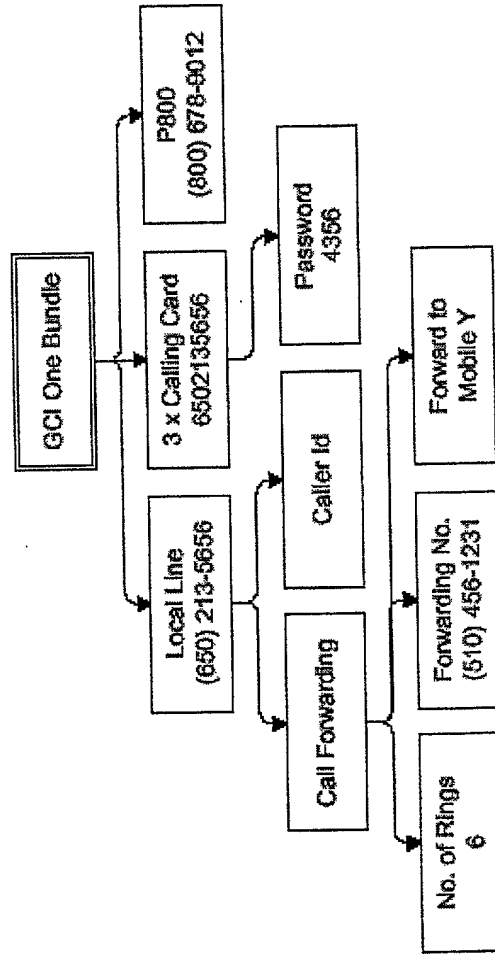


FIG. 11J-2

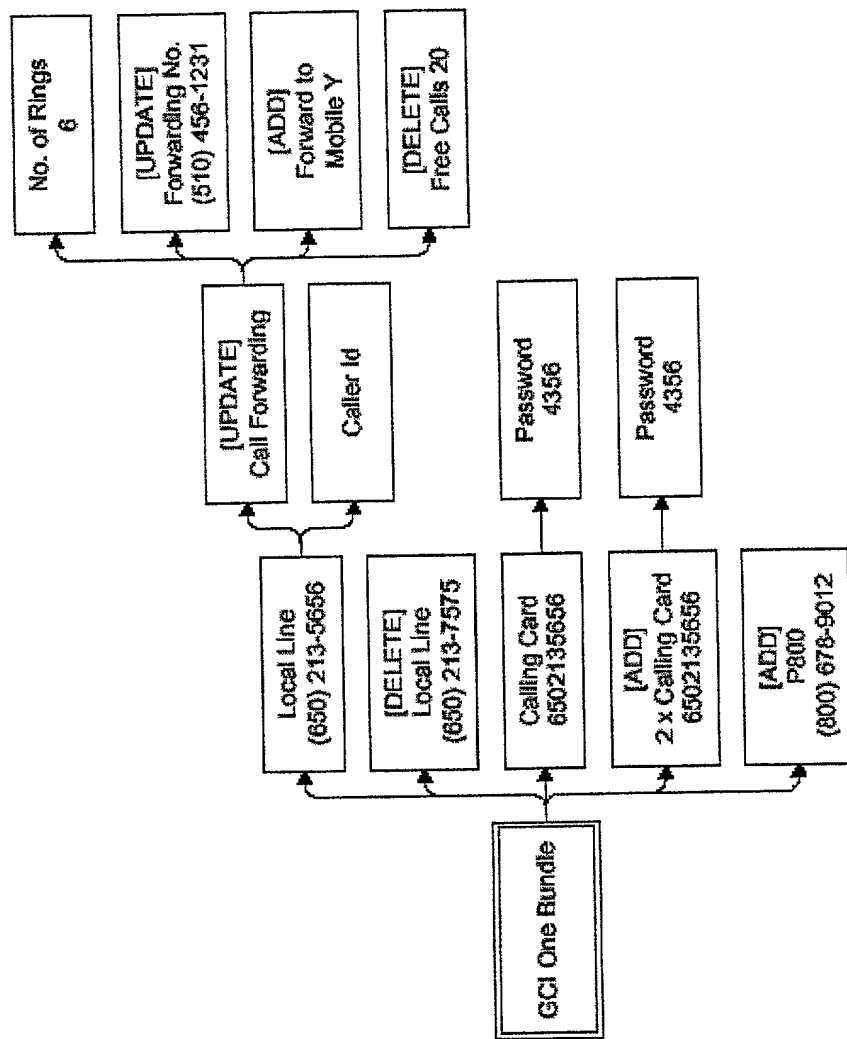


FIG. 11J-3

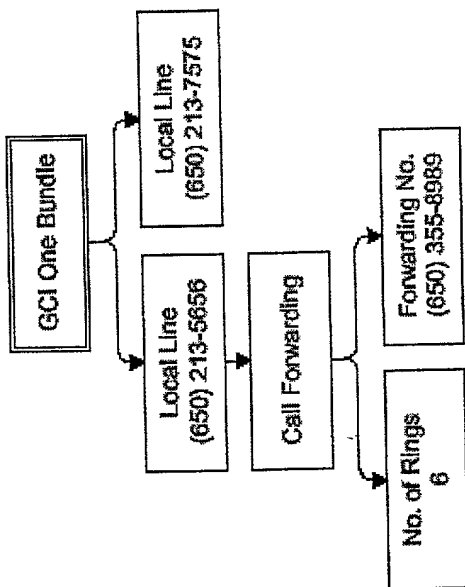


FIG. 11K-1

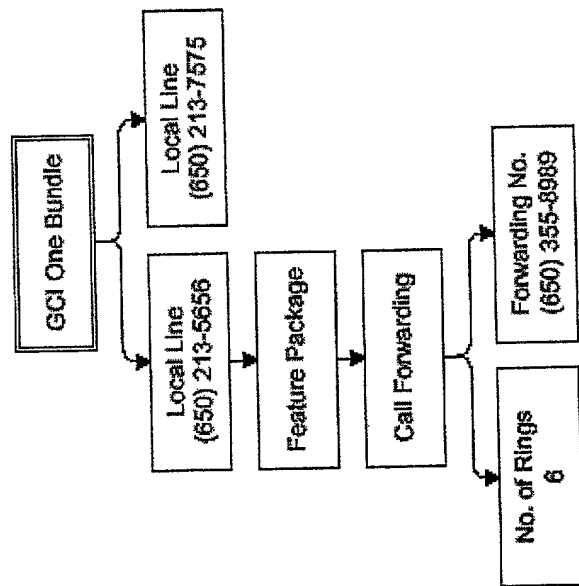


FIG. 11K-2

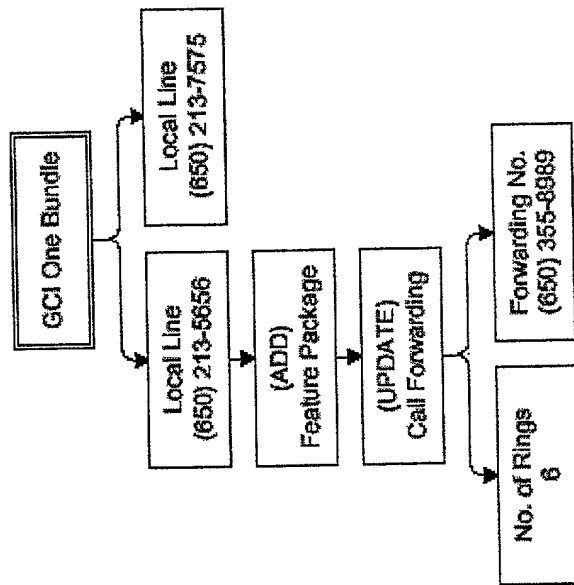


FIG. 11K-3

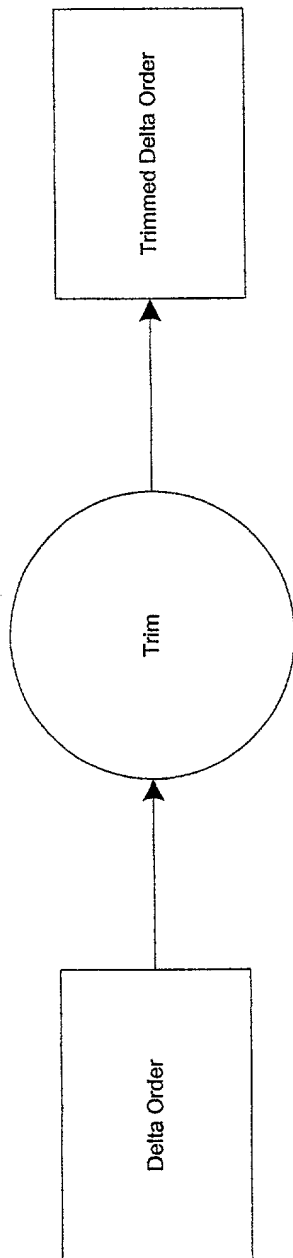


Fig. 11L

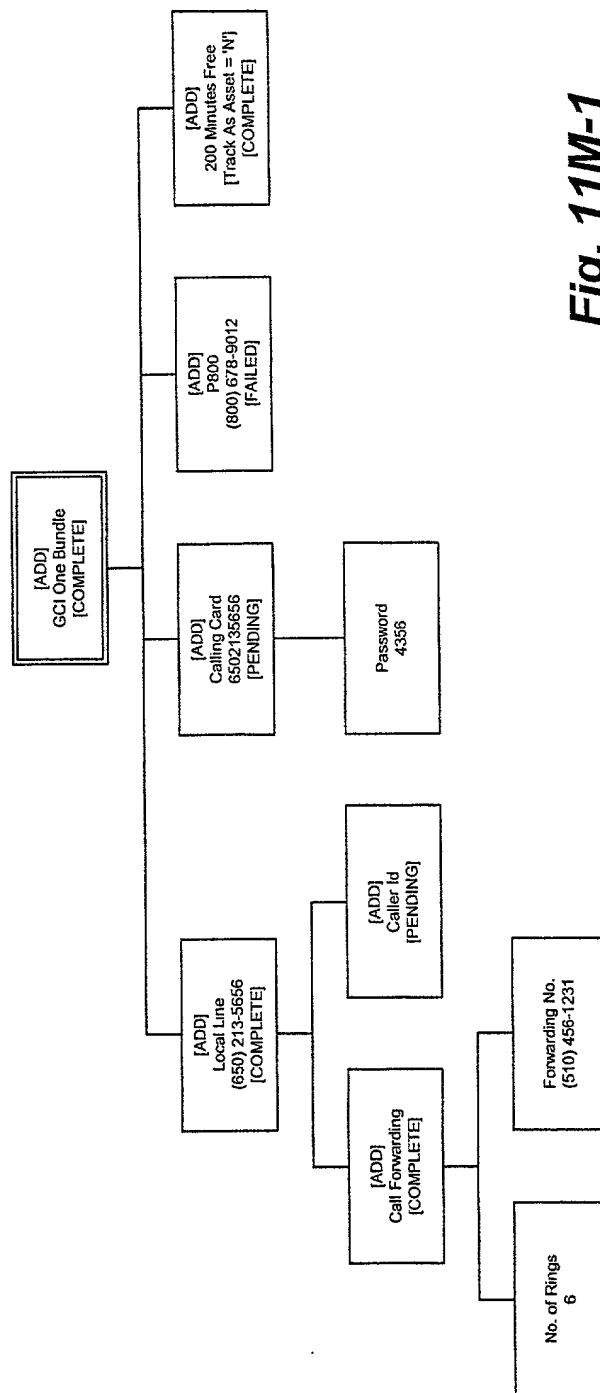
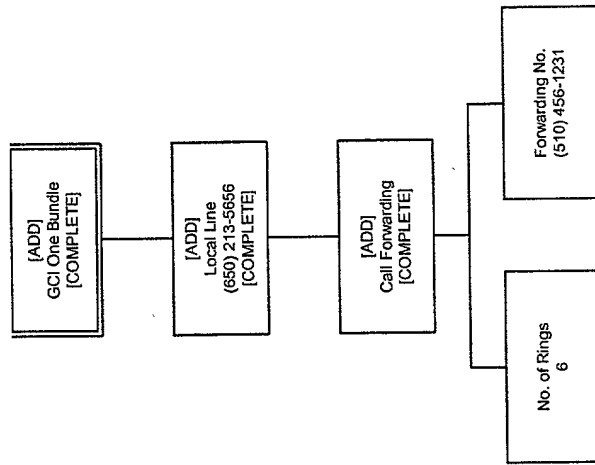


Fig. 11M-1



**Fig. 11M-2**

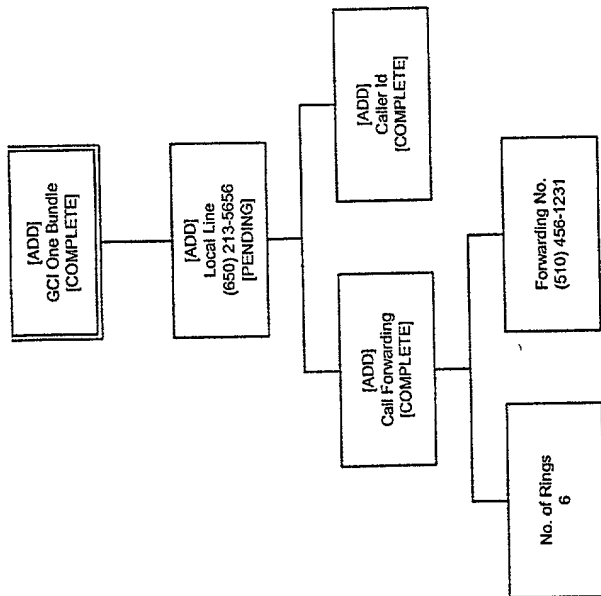


Fig. 11N-1

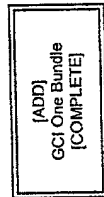


Fig. 11N-2



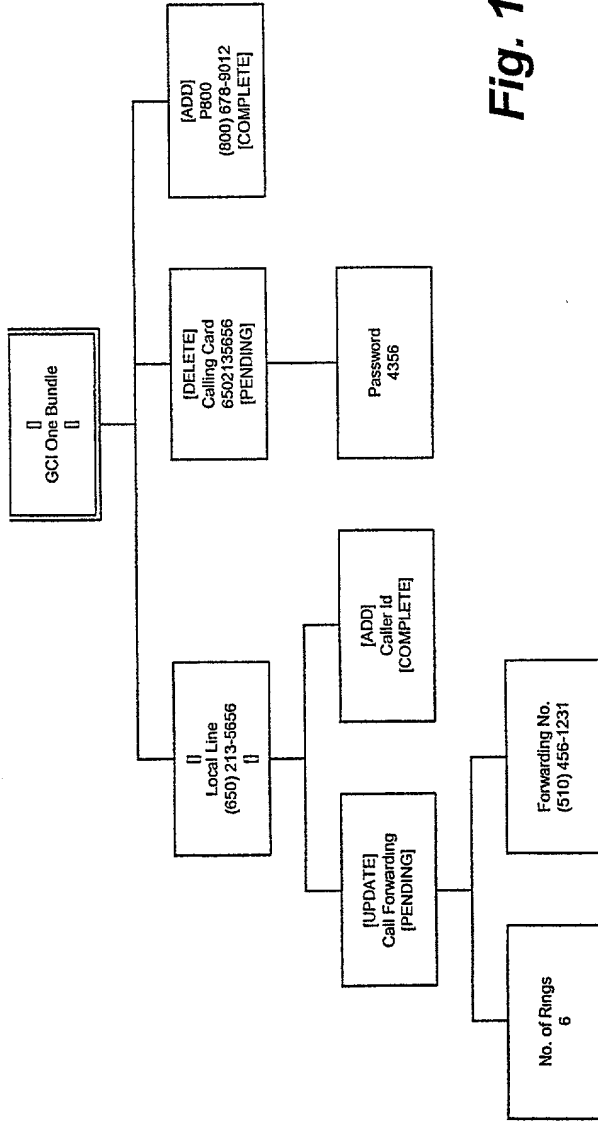


Fig. 110-1

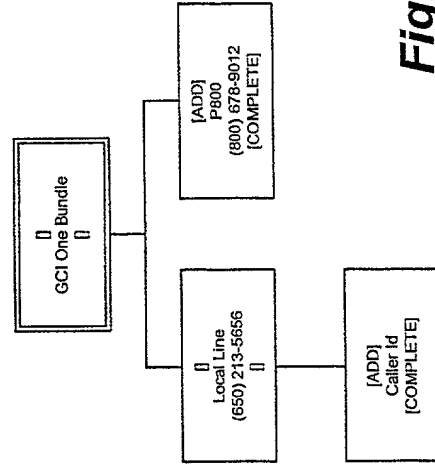


Fig. 110-2

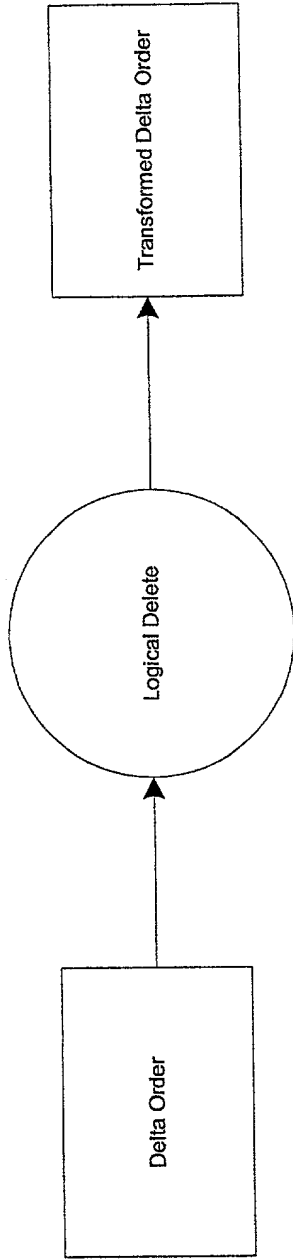


Fig. 11P

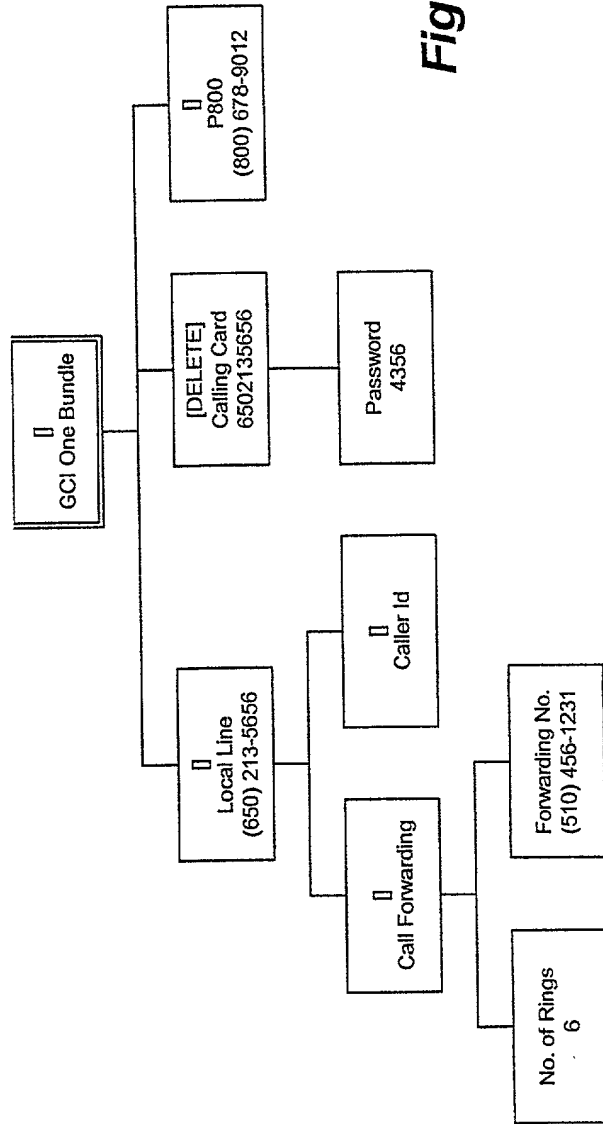


Fig. 11Q-1

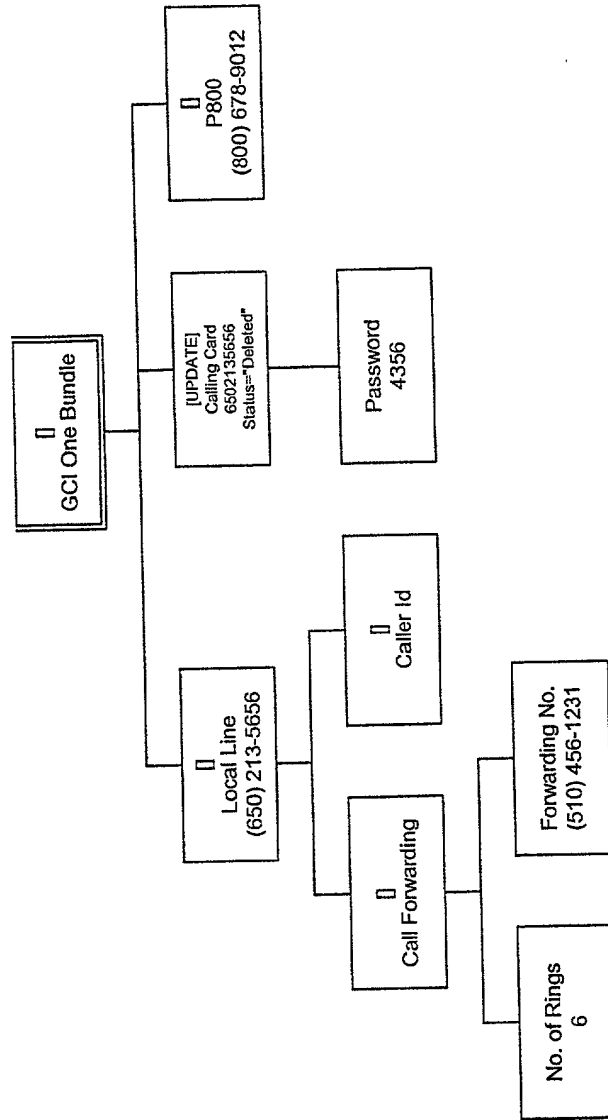


Fig. 11Q-2

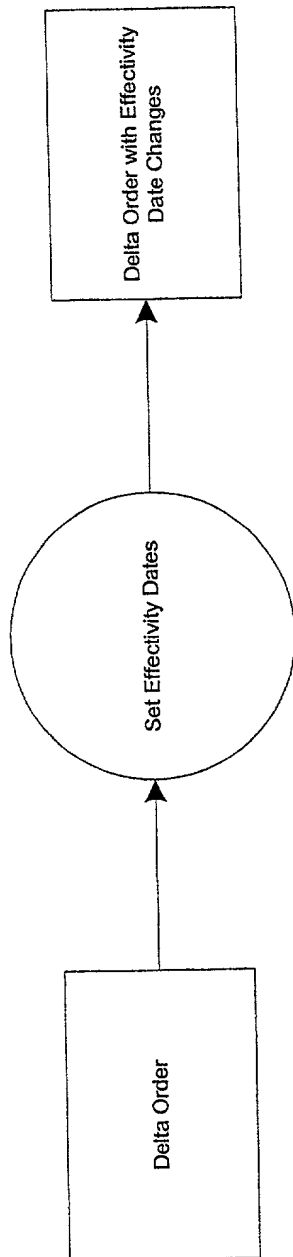


Fig. 11R

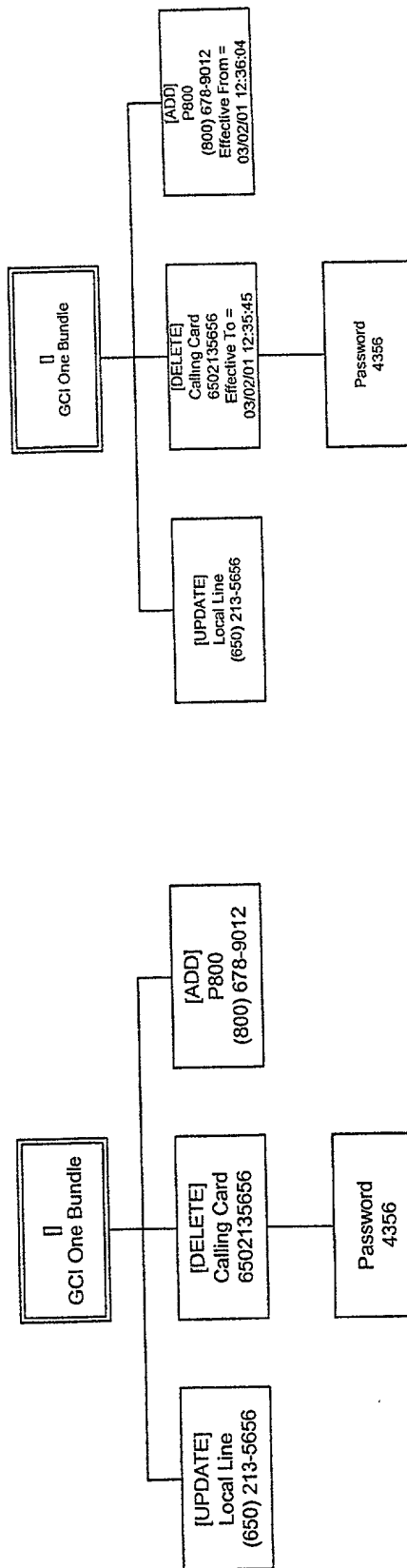


Fig. 11S-1

Fig. 11S-2

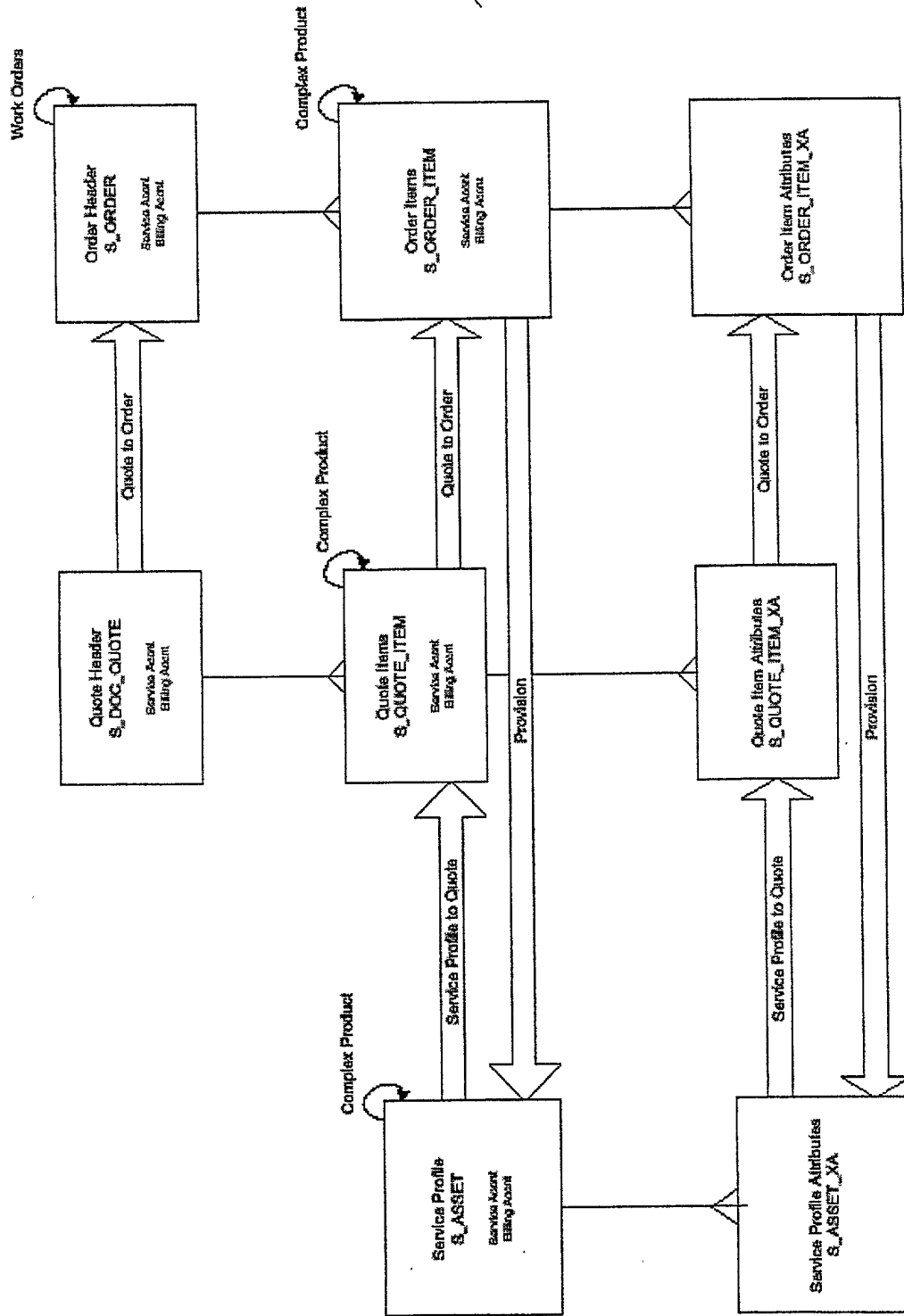


FIG. 12